

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

Tri-Valley Accessible Advisory Committee

Meeting

DATE: **Wednesday, January 8, 2020**
PLEASE NOTE THE MEETING DATE CHANGE

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

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 November 6, 2019 meeting (please review prior to meeting)	Action	3:40

6. FY 2019/20 1st Quarter Operations Report	Information	3:45
7. Para-Taxi Update	Information	4:00
8. PAPCO Report	Information	4:10
9. Agency Updates & Service Concerns	Discussion	4:15
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.

<i>Jennifer Suda</i>	<i>12/20/19</i>
<i>LAVTA Administrative Services Department</i>	<i>Date</i>

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, November 6, 2019

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

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The TAAC Chair Herb Hastings called the meeting to order at 3:34 pm.

Members Present:

Judith LaMarre	City of Livermore
Bob Chulata	City of Livermore – Alternate
Connie Mack	City of Dublin
Sue Tuite	City of Pleasanton
Jeffrey Jacobsen	City of Pleasanton – Alternate
Herb Hastings	County of Alameda
David Weir	County of Alameda – Alternate
Rachel Prater	Social Services Member
Amy Mauldin	Social Services Member
Melanie Henry	Social Services Member

Staff Present:

Jonathan Steketee	LAVTA
Kadri Kulm	LAVTA
Ashley Wong	LAVTA
Jamie Watters	LAVTA
Cliff Crabtree	MTM
Christian Pereira	MV Transit

Public:

Diana Houghtaling

Senior Support Services of Tri-Valley

2. **Roll Call**
3. **Approval of Agenda and Modifications in necessary**
Mack/Mauldin
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)**
None.
5. **Minutes of the September 4, 2019 meetings of the Committee**
Approved.
Mauldin/Mack
6. **FY 2018/19 4th Quarter Operations Report**
Staff gave the FY18/19 4th quarter operations report that covers the months of April, May and June, 2019. The report covered the fixed route service, paratransit and GoDublin as well as accidents/incidents.
7. **PAPCO Report**
There was no PAPCO report.
8. **Service Updates & Concerns**
Staff talked about the significant fourth quarter ridership increase on fixed route, the Mobility Forward study update, the Shared Autonomous Vehicle Project, GoDublin expansion, Clipper card on paratransit update and Mass Transit Magazine's "Top 40 Under 40" award for Jonathan Steketee.
9. **Adjournment**
Meeting adjourned at 4:20 pm

AGENDA

ITEM 6



S T A F F R E P O R T

SUBJECT: FY 2020 1st Quarter Report – Operations

FROM: Jonathan Steketee, Customer Service and Contract Compliance
Manager

DATE: January 8, 2020

Action Requested

None – information only.

Background

This report is intended to provide a summary and analysis of operations for the first quarter of FY2020 (July 2019 to September 2019), including fixed route, paratransit, safety, and customer experience metrics.

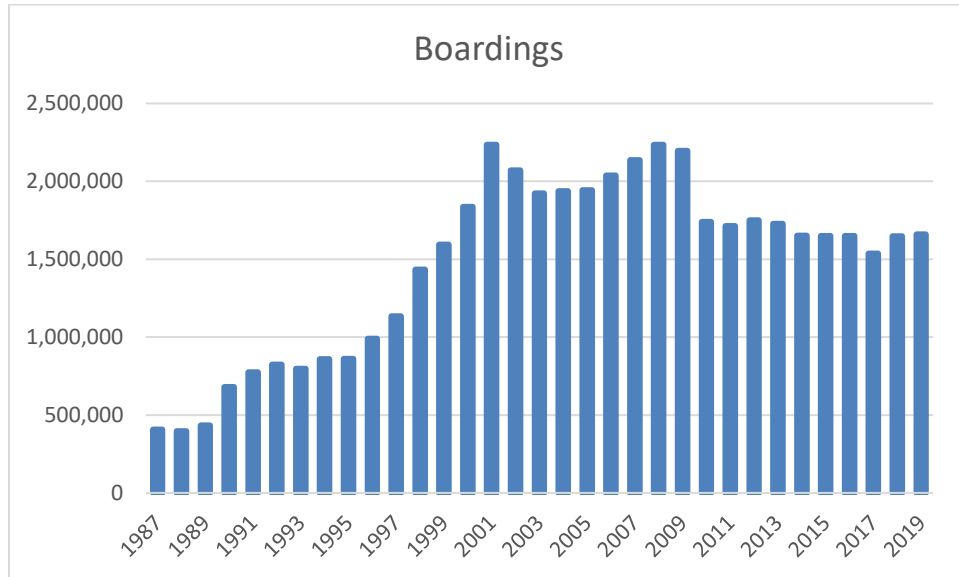
Discussion

Overview:

- Ridership on fixed route increased by 11.3% compared to Q1FY19!
- On Time Performance for the fixed route remained consistent in the mid 80 percentile.
- Paratransit ridership remained consistent with the year prior.
- Paratransit on time performance during Q1FY20 was lower than Q1FY19. Staff is working on an action plan with MTM in order to address the on time performance.
- Accidents were significantly reduced for both fixed route and paratransit systems.

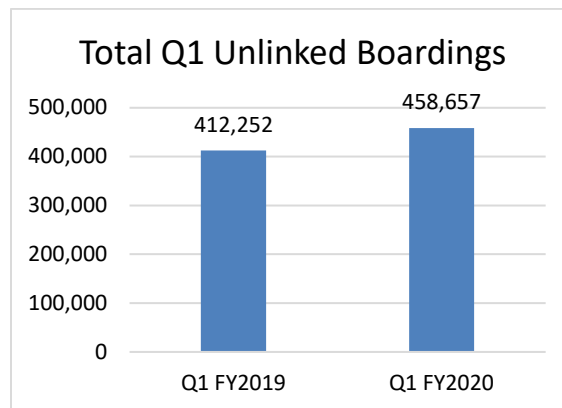
Fixed Route

The following graph shows the long-term ridership trend for the Wheels service from the agency's inception through the fiscal year that ended on June 30, 2019. The agency saw its highest ridership period during the 2000s; following which ridership receded to pre-2000 levels and has remained relatively stationary since.

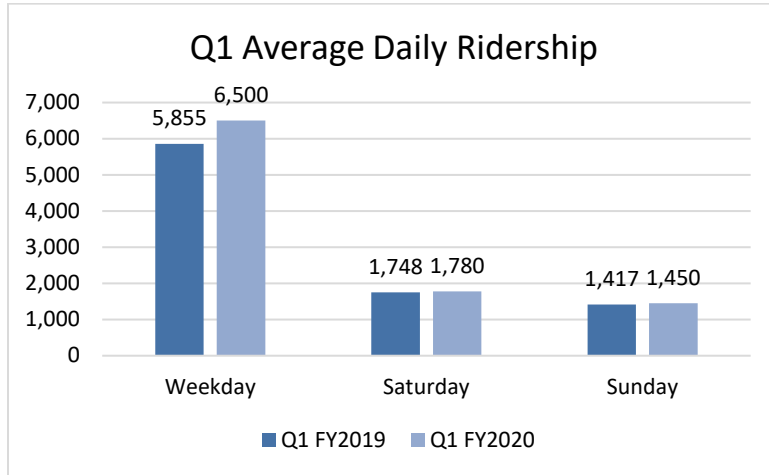


Year-over-year, FY2018 to FY2019 continued the steady trend, at +0.8%. The primary drivers in sustaining ridership have been the Las Positas College pass program and increased demand for high school student ridership in Dublin.

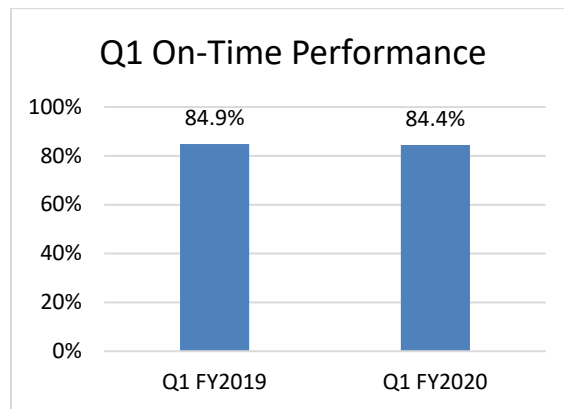
Turning to the quarterly year-on-year comparisons, the chart below shows the total number of boardings for the first quarter of this fiscal year, compared with the same quarter of last year. A total of 458,657 boardings were recorded in Q1 of FY2020 – an increase of 11.3% for the quarter compared to the quarter-year prior.



The Q1 average weekday ridership was approximately 650 boardings above the same quarter of last year, while Saturday and Sunday ridership was largely stationary.

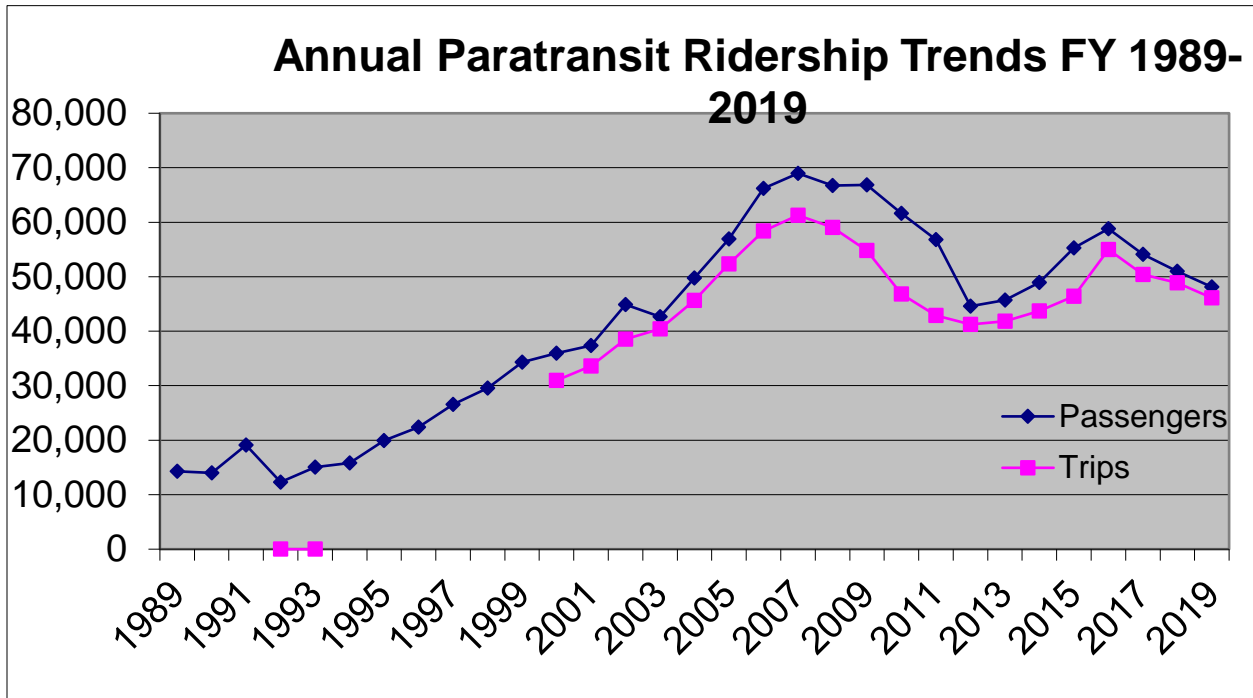


On-time performance for the fixed route system in Q1 was relatively stable compared to Q1 last year, ending at an average on-time percentage of 84.4%.

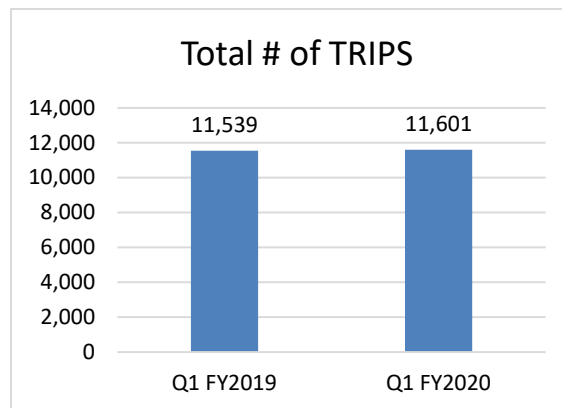


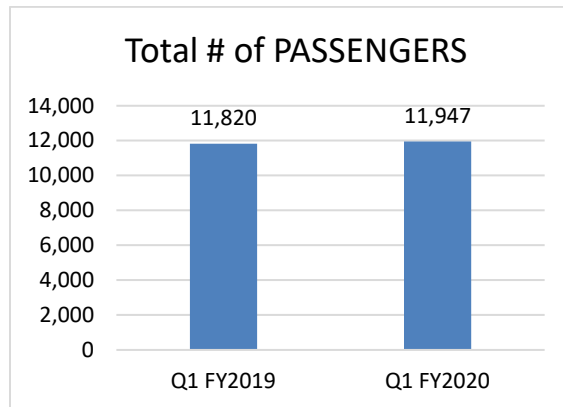
Paratransit

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:

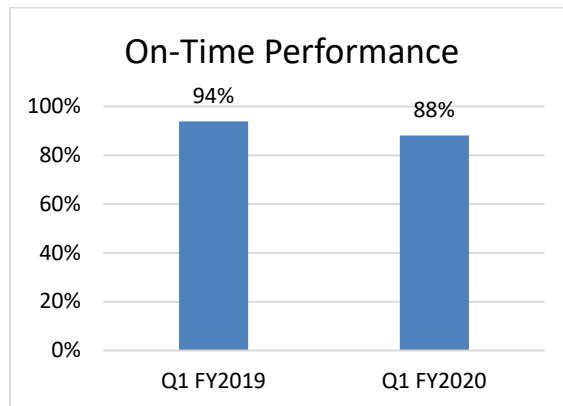


When comparing the Q1, FY20 to the year prior, Q1, FY19, we can see that there has been a slight decrease of 0.54% in the number of one-way trips while there has been a small increase of 1.07 % in the number of total passengers, which the following two graphs illustrate. The total number of passengers' 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.



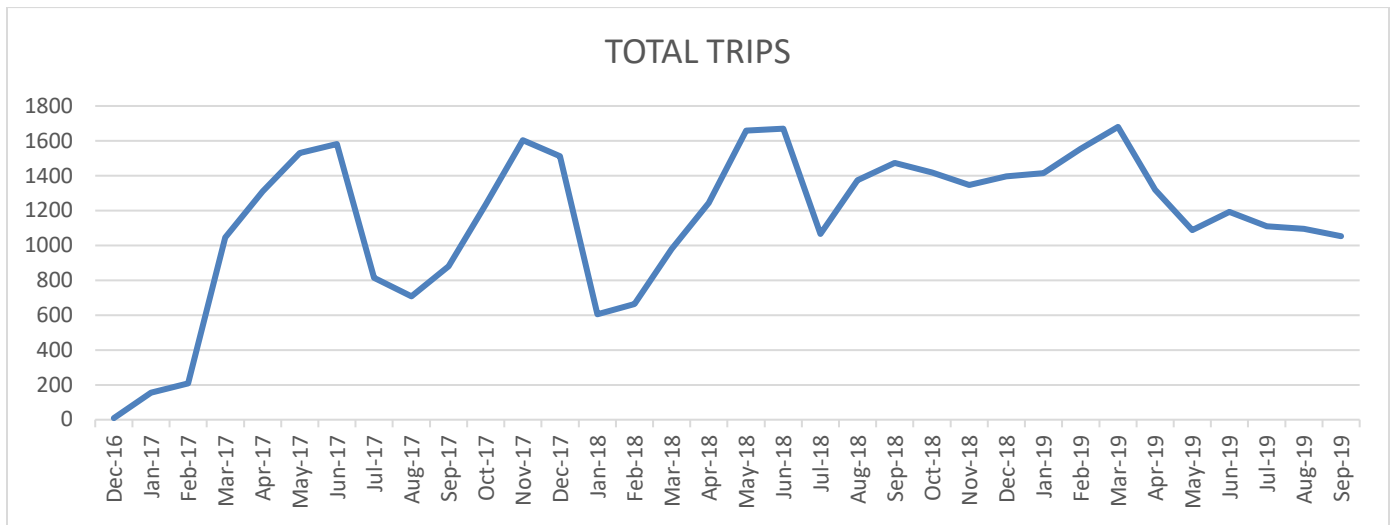


On-time performance (OTP) has **decreased** from 94% in Q1, FY19 to 88% in Q1, FY20.



GoDublin

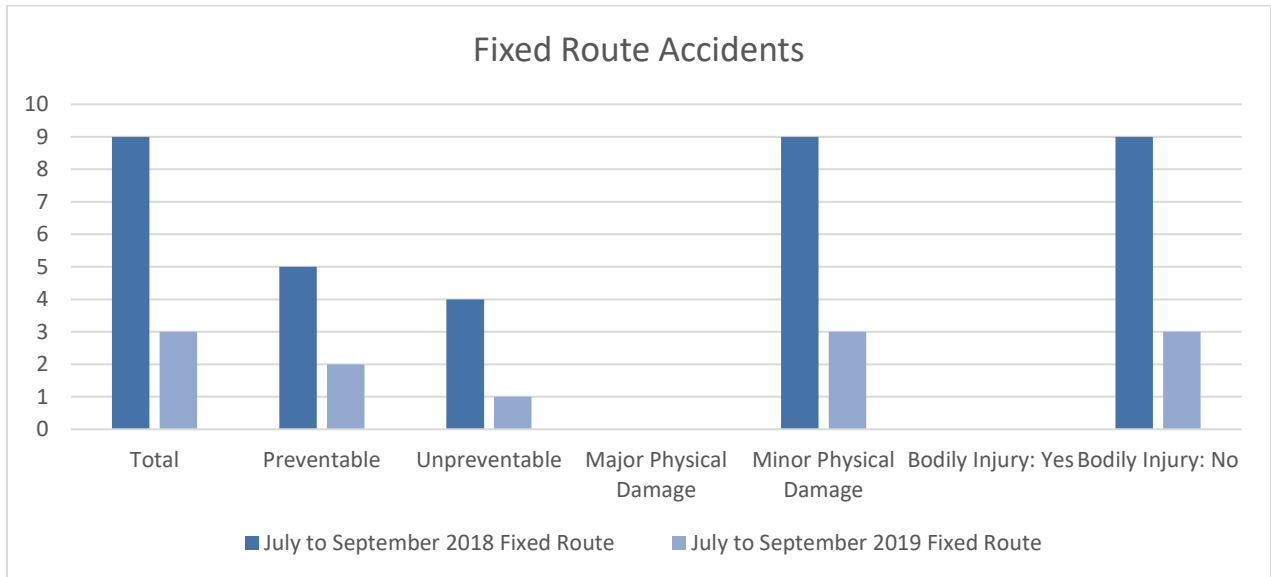
The GoDublin program has leveled off with ridership at about 1,200 trips per month. In March 2019 the number of rides provided per month peaked at 1,680 rides. The cost per ride averaged over the duration of the program is \$3.11 compared to approximately the \$26 per passenger on the routes eliminated during the service adjustment following the comprehensive operational analysis. Rides did reduce during Q4FY19 due to an issue with one of the TNC partner's promo code. Staff has worked with the partnership to ensure resolution of the issue. Additionally, staff is working with the company to do a direct marketing to those that were affected. Because of the issue, ridership continues to be low with that company.



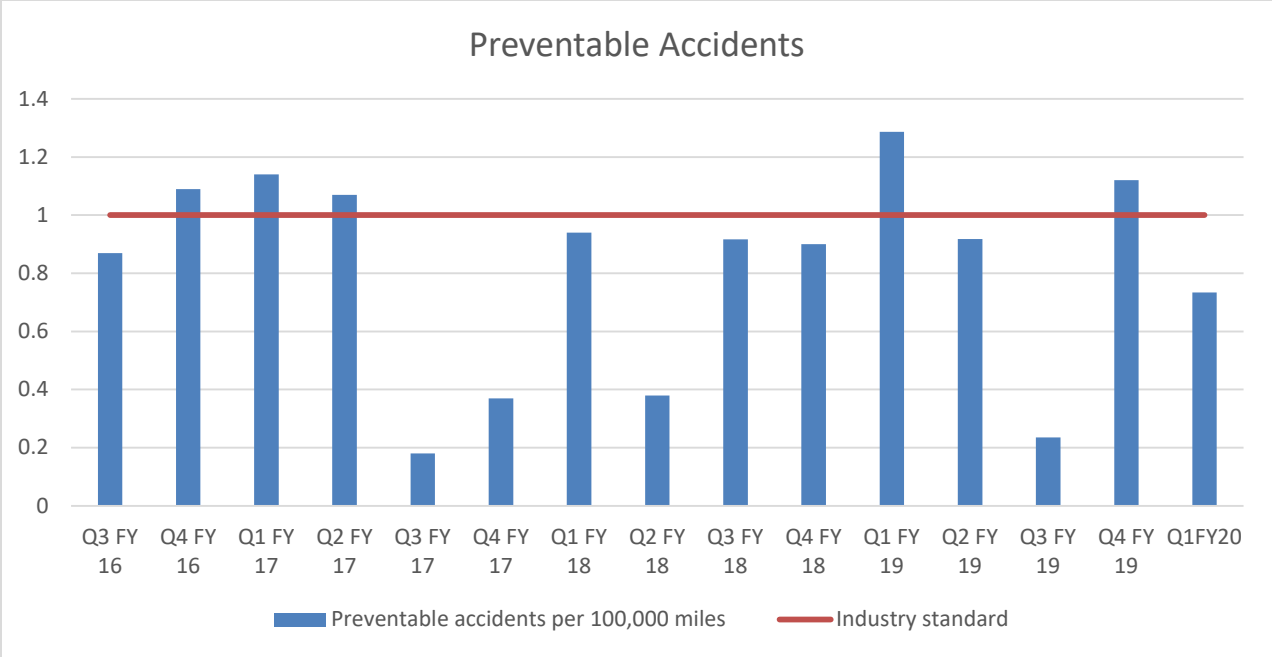
Accidents/Incidents

Fixed Route

The accident/incident statistics for Q1 FY2020 decreased significantly from Q1 FY2019.

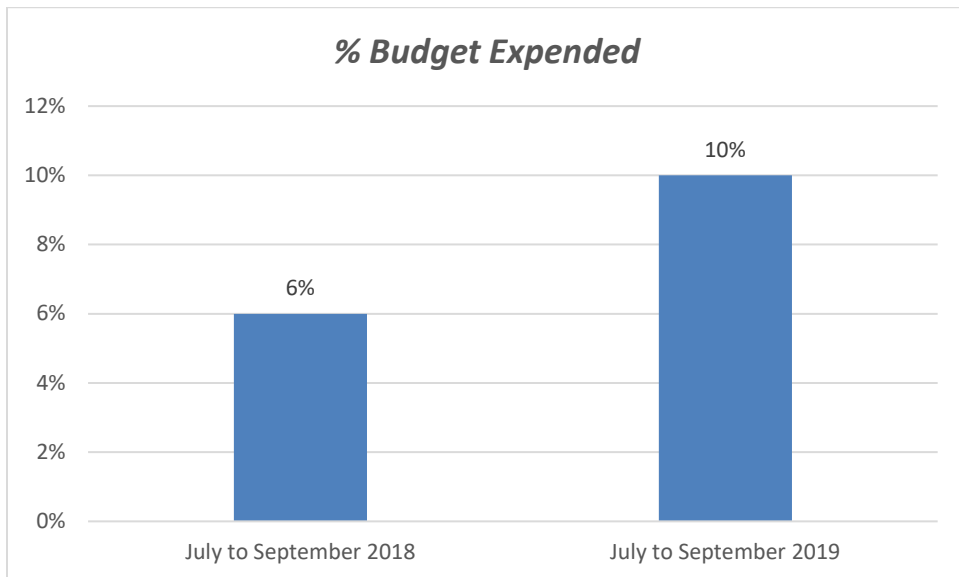
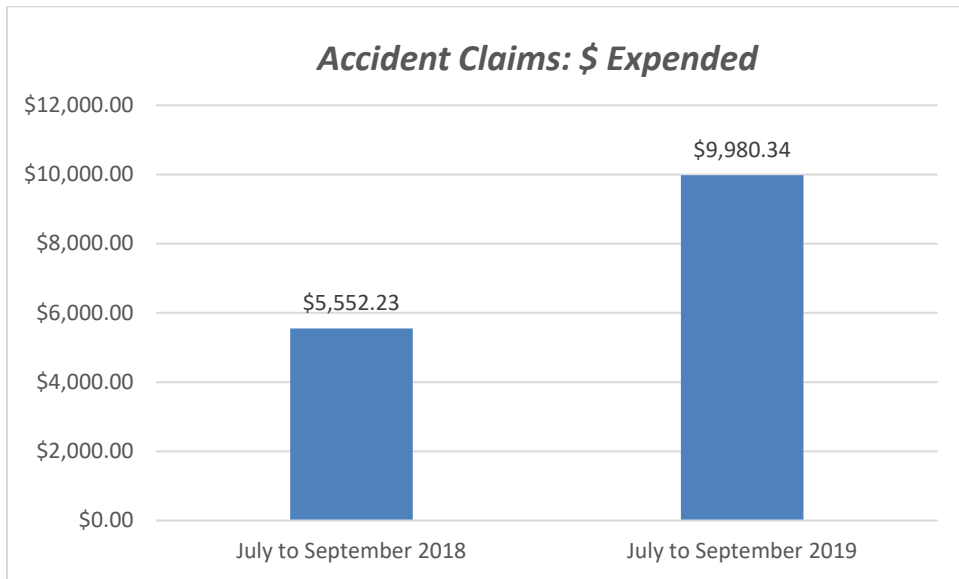


Using the transportation industry standard measurement of accident frequency ratio (AFR), we had a ratio of 0.73 accidents per 100,000 miles which was a large decrease from Q1FY19 which had a frequency of 1.29 per 100,000 miles.

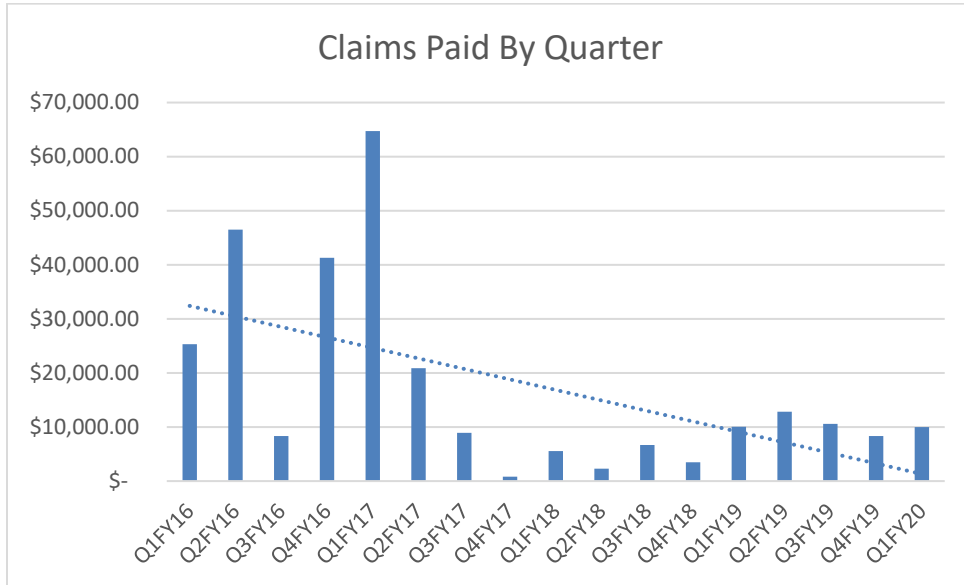


Claims Activity

With respect to the monthly accident claim activity, the charts below highlight claims **for fixed route only**. It should be noted that some of the expenditures are for the prior fiscal year, as adjudication of claims can take some time after the actual accident/incident.

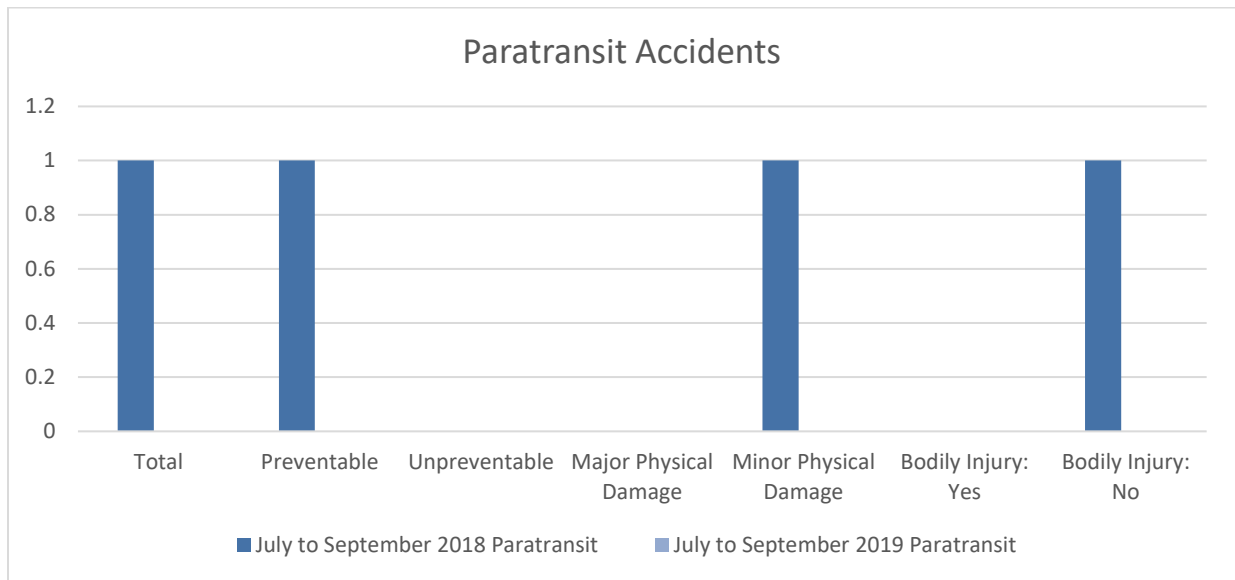


It is important to note that even though more dollars were expended in Q1FY20 than in Q1FY19, the current trend in claim expenditures continues to decline. Dollars expended are for claims settled during the quarter and not for the specific claims originating in the quarter.



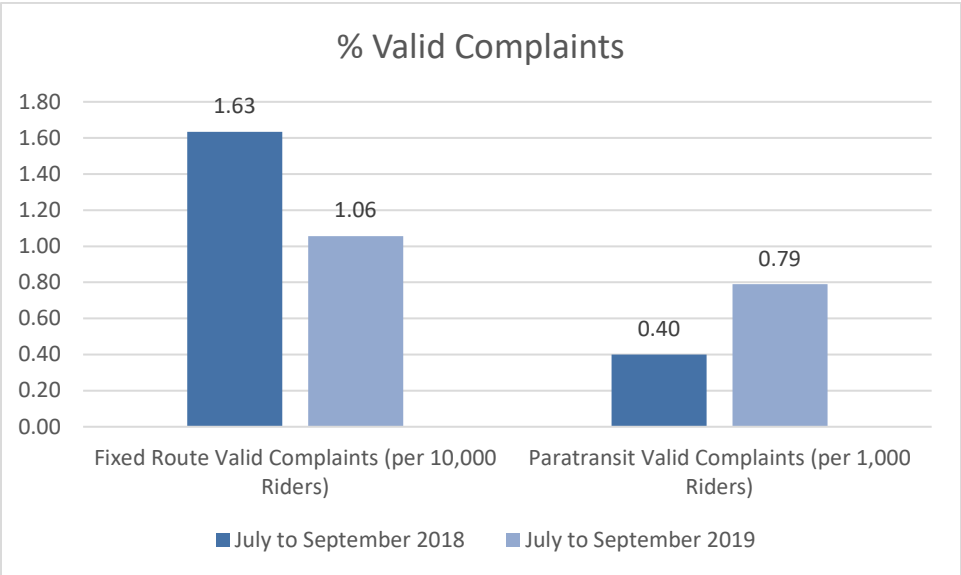
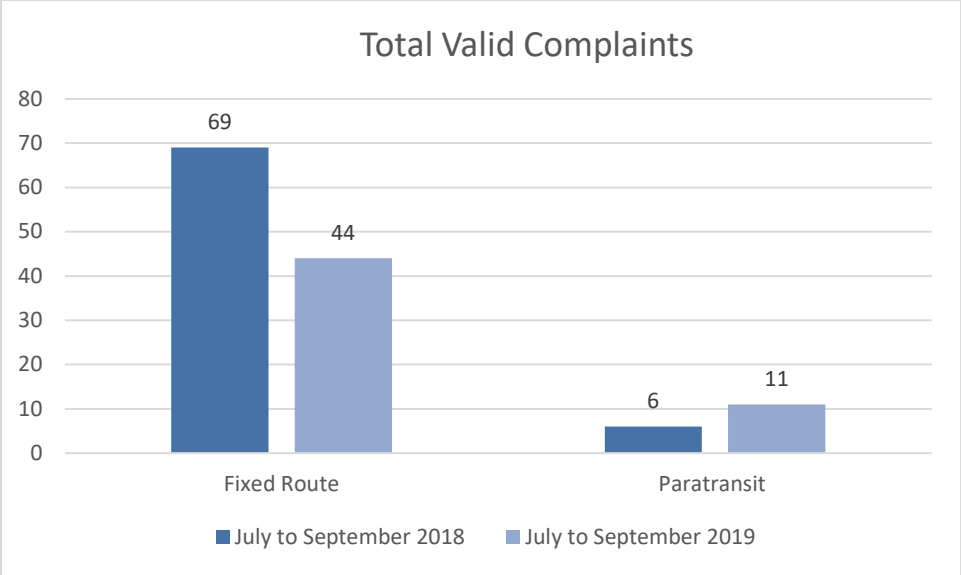
Accidents/Incidents
Paratransit

In Q1 FY2020 there was a decrease in paratransit accident/incidents. Paratransit was accident free for the quarter!



Customer Service

Customer Service staff processed a total of 278 customer requests for Q1 FY20. The number of requests increased by 64 requests compared to Q1 FY19. It should be noted, we had several individuals contact us via our customer service request in regards to the expansion of service to Schaefer Ranch in Dublin. 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 7



S T A F F R E P O R T

SUBJECT: Para-Taxi Update

FROM: Kadri Klm, Paratransit Planner

DATE: January 8, 2020

Action Requested

None – information only.

Background

LAVTA’s premium same day Para-Taxi program started in 2007 as a pilot program and since has been part of the LAVTA service. Currently Para-Taxi is partially funded by an Alameda CTC gap grant. All LAVTA’s ADA paratransit patrons qualify for the Para-Taxi program. The program is reimbursement based; meaning patrons pay the full fare up front and, after submitting paperwork, receive 85% reimbursement up to \$20 maximum reimbursement per one-way ride and up to \$200 per month.

Discussion

Over the years, LAVTA has made enhancements to the Para-Taxi program. The latest enhancement added TNCs (Transport Network Companies) Uber and Lyft to the currently eligible taxi companies that patrons can utilize for their rides. This is particularly exciting because Uber provides cost-effective, same day, and wheelchair accessible service called Uber WAV (Wheelchair Accessible Vehicle), which is also available for the Para-Taxi program. User feedback has been very positive for both the Uber/Lyft inclusion as well as the same day wheelchair transportation.

The table below displays the quarterly Para-Taxi statistics for the Quarter 1 in FY 2020, covering the months of July, August and September of 2019:

Month	# of Rides	Average Total Cost	Average Cost to Agency	Average Cost to Rider
July, 2019	115	\$ 16.74	\$ 13.39	\$ 3.35
Aug, 2019	152	\$ 16.87	\$ 12.60	\$ 4.27
Sep, 2019	174	\$ 16.54	\$ 13.03	\$ 3.51
TOTAL/AVERAGE:	441	\$ 16.71	\$ 13.01	\$ 3.71

As the table demonstrates, the average total fare for the rider after reimbursement is similar to the Dial-A-Ride fare, which is \$3.75.

Next Steps

LAVTA is currently looking for ways to potentially incorporate a concierge service to the program (such as GoGo Grandparent) so that passengers who do not have smartphones could also book TNC rides. Another possible addition is a pre-paid debit card. LAVTA is also updating the program's brochure.

Recommendation

None – information only.

AGENDA

ITEM 9



STAFF REPORT

SUBJECT: Fixed Route, Dial-A-Ride, & Agency Updates
FROM: Jonathan Steketee, Customer Service & Contract Compliance Manager
DATE: January 8, 2020

Action Requested

None – information only.

Update

2019 Stuff-A-Bus Food Drive

Our annual Stuff-a-Bus Food Drive was held on Saturday November 16 at the Lucky Supermarket in Pleasanton. Individual donations ranged from a single can to about 50 pounds. In addition, employees from Gillig held their own food drive in support of the Stuff-a-Bus event and donated 300 pounds of non-perishable food items. Our fixed route and paratransit service providers MV and MTM each donated \$250 in gift cards. The total weight of donated items exceeded 1,750 pounds. In addition, cash and gift card donations totaled over \$880. All donations were delivered to Open Heart Kitchen and Tri-Valley Haven. Both organizations were quite pleased with the results, which were up more than 10 percent over last year.



Tri-Valley Hub Network Integration Study

The Tri-Valley Hub Network Integration Study's Technical Advisory Committee (TAC) had their first meeting on Tuesday November 19. Fourteen agencies were invited to participate and twelve were represented at the meeting. Shannon Simonds with the Caltrans Division of Rail & Mass Transportation

provided an overview of the State Rail Plan and how this hub study project fit in with other similar efforts throughout the state. The meeting also included a review of I-580 and I-680 corridor planning studies that had been completed in the past five years so that those efforts could be reviewed and incorporated into this effort. The study is expected to be completed in late 2020.

Holiday Parades

Again this year, we had vehicles entered in the holiday parades in both Livermore and Pleasanton. Both events were scheduled for Saturday December 7. The Livermore parade starts at 6:00 pm and the Pleasanton parade starts at 5:00 pm. However, the Pleasanton parade was cancelled due to weather.

KKIQ Wayne Coy's Toy Drive

We are again helped the radio station KKIQ with their annual Wayne Coy's Toys toy drive. The event will took place at the Stoneridge Mall on Friday December 6 from 6 am – 6 pm. KKIQ broadcasted live. The toy drive was very successful.

Update on Shared Autonomous Vehicle (SAV) Program

We received the letter from NHTSA. We are working to make final preparations to test the SAV in Dublin. Testing should commence in early February. Currently we are working with the City of Dublin to trim some foliage, ordering street signs, scheduling meetings with Dublin Police and Fire to acquaint themselves with the vehicle, and digitally mapping the route for the SAV

GoTri-Valley

We received a draft funding agreement in regards to the BAAQMD grant that LAVTA was awarded to expand GoDublin into the rest of our service area. Staff will be working with BAAQMD staff to finalize the agreement. Service is scheduled to start by July 1, 2020, although it could start sooner.

Pleasanton BRT Enhancements

Final plans and specifications were delivered by Kimley-Horn earlier this month, with only minor issues outstanding. The IFB is under review by Alameda CTC for compliance with their funding requirements, after which LAVTA will advertise the construction project for bid. Staff is finalizing procurements for equipment needed for the project based on the final plans and

specifications. Construction is currently expected to begin in early spring and be completed by the end of summer.

Transit Signal Priority Upgrade and Expansion

Intersection equipment was received in late September. Project staff from LAVTA and GTT held a kick-off meeting last month to survey on-board equipment installations. Bids from qualified contractors to install the intersection equipment were due December 6. Installations can be expected in late winter/early spring followed by system testing and acceptance.

TAAC Recruitment

Because Helen Buckholz and Russ Riley recently resigned from the TAAC LAVTA is recruiting for Dublin Alternate and Livermore Alternate positions. The membership is for terms ending in June 30, 2021 and the deadline for applications is January 15, 2020.

Recommendation

None – information only.

Attachment:

1. TAAC Term Expirations
2. TAAC Vacancy Flyer

Tri-Valley Accessible Advisory Committee (TAAC)
 Membership Directory for FY 2020 (July 2019 to June 2020)
As of June 26, 2019

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Shawn Costello	2 years	July 2019	June 2021
Connie Mack	2 years	July 2018	June 2020
Vacant (Alternate)			June 2021

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Bob Chulata	2 years	July 2018	June 2020
Judith LaMarre	2 years	July 2018	June 2020
Vacant (Alternate)			June 2021

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Carmen Rivera-Hendrickson	2 years	July 2019	June 2021
Sue Tuite	1 year	July 2019	June 2021
Jeffrey Jacobsen (Alternate)	2 years	December 2018	June 2020

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2018	June 2020
David Weir (Alternate)	2 years	July 2018	June 2020

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Melanie Henry	2 years	July 2018	June 2020
Rachel Prater	2 years	July 2018	June 2020
Amy Mauldin	2 years	July 2018	June 2020
Michael Galvan (Alternate)	2 years	July 2019	June 2021

PAPCO Representative

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Esther Waltz	N/A	2014	Same as PAPCO Term



Livermore Amador Valley
TRANSIT AUTHORITY

The Livermore Amador Valley Transit Authority is recruiting volunteers for terms ending June 30th, 2021 on the Tri-Valley Accessible Advisory Committee (TAAC).

TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE (TAAC)

Vacancies for the following representatives:

- City of Dublin Resident – 1 Alternate
- City of Livermore Resident – 1 Alternate



For more information and a TAAC Application form:
Contact Kadri Kulm (925)455-7555 or visit us online at
www.wheelsbus.com

Applications must be submitted by JAN 15TH 2020

