

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

TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE

AGENDA

ZOOM TELECONFERENCE

MAY 5, 2021 – 3:30 PM

Agenda Questions: Please call the Director of Operations & Innovation at (925) 455-7562 or send an email to frontdesk@lavta.org

Documents received after publication of the Agenda and considered by the TAAC 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 Director of Operations & Innovation during normal business hours if you require access to any such documents.

**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June 18, 2020), the Health Officer of Alameda County issued an Order that will continue to be in effect until it is rescinded, superseded, or amended in writing by the Health Officer.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. TAAC members 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 TAAC 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 Wednesday, May 5, 2021 to frontdesk@lavta.org. Please include "Public Comment 5/5/2021" and the agenda item 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 TAAC 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 TAAC 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/88469810964>
Passcode: TAAC1362
- To supplement a PC, Mac, tablet or device without audio, please also join by phone:
Dial: 1 (669) 900-6833
Webinar ID: 884 6981 0964
Passcode: 85607181

To comment by video conference, click the “Raise Your Hand” button to request to speak when Public Comment is being taken on the Agenda item. 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.

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: 884 6981 0964
Passcode: 85607181

*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 dial *6 to unmute 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 Wednesday, May 5, 2021 to frontdesk@lavta.org. Please include “Public Comment 5/5/2021” 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.

	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 March 3, 2021 meeting (please review prior to meeting)	Action	3:40
6. 15-Month Pilot Program with County Connection	Information	3:45
7. TAAC Membership Recruitment for Terms Starting on July 1, 2021	Information	4:05
8. SAV Update	Information	4:15
9. PAPCO Report	Information	4:20
10. Service Updates & Concerns	Discussion	4:25
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>4/30/2021</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, March 3, 2021

PLACE: Zoom Teleconference

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:

David Weir	City of Livermore
Michael Balero	City of Livermore – Alternate
Shawn Costello	City of Dublin
Connie Mack	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Herb Hastings	County of Alameda
Amy Mauldin	Social Services Member
Diana Houghtaling	Social Services Member
Shay Roberson	Social Services Member – Alternate

Staff Present:

Toan Tran	LAVTA
Kadri Kulm	LAVTA
Clifton Crabtree	MTM
Christian Pereira	MV

2. Roll Call

3. Approval of Agenda and Modifications in necessary
Weir/Mack

- 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 November 4, 2020 meetings of the Committee**
Approved.
Costello/Mack
- 6. Paratransit Operations and Maintenance Contract Update**
Staff updated the committee that as of April 1st LAVTA's ADA paratransit operations and maintenance will be provided by County Connection's operations contractor Transdev as part of a 15-month pilot program. Since all LAVTA's policies and procedures will remain the same there should be no impact to passengers. Carmen Rivera-Hendrickson inquired about the availability of vehicles that accommodate oversized wheelchairs. Staff responded that the new contractor will have two vans available that accommodate large mobility devices.
- 7. Membership Recruitment for Terms Starting on July 1, 2021**
Staff updated the committee about three TAAC vacancies that will be available for 2-year terms starting on July 1, 2021. The applications for the TAAC membership are due on April 26, 2021.
- 8. LAVTA's Annual Paratransit Plan to ACTC**
Staff presented LAVTA's annual submittal to ACTC for Measure B and BB funds for FY22.
- 9. Pleasanton Paratransit Update**
Staff informed the committee that as of February 1, 2021 Pleasanton's ADA paratransit service has been transferred to LAVTA. Pleasanton continues providing paratransit service for seniors.
- 10. Clipper 2.0 Update**
David Weir gave an update on Clipper 2.0, which is an account-based system. He also informed the committee about the new Clipper Mobile App.
- 8. PAPCO Report**
Carmen Rivera-Hendrickson gave a report on the recent PAPCO meeting.
- 9. Service Updates and Concerns**

Carmen Rivera-Hendrickson reported that she has been having difficulties maneuvering her large wheelchair in Wheels fixed route buses due to the hand sanitizer container installment location. Staff will follow up.

10. Adjournment

Meeting adjourned at 5:04 pm

DRAFT

AGENDA

ITEM 6





15-Month Pilot Program with County Connection

- The pilot started on April 1, 2021 and will run until June 30, 2022
- County Connection's operations and maintenance contractor Transdev provides ADA paratransit O&M for LAVTA:
 - Reservations Call Center located in Concord and shared with County Connection
 - Dispatching, vehicles, drivers (located in LAVTA service area and dedicated to LAVTA)



15-Month Pilot Program with County Connection

- LAVTA provides ADA certifications function
- Purpose of the pilot:
 - Cost savings through economies of scale
 - Enhancing user experience

AGENDA

ITEM 7



S T A F F R E P O R T

SUBJECT: TAAC Recruitment for Terms Starting FY 2021/2022

FROM: Kadri Klm, Paratransit Planner

DATE: May 5, 2021

Action Requested

Information only.

Background

On June 30th 2021, terms will expire for three current TAAC members:

- Shawn Costello – Dublin representative
- Carmen Rivera-Hendrickson – Pleasanton representative
- Sue Tuite – Pleasanton representative

Discussion

LAVTA received two applications for open positions starting in FY 2021/2022:

Dublin (1 member needed)

Shawn Costello – current Dublin member

Pleasanton (2 members needed)

- Carmen Rivera-Hendrickson – current Pleasanton member

Next Steps

Per TAAC bylaws, LAVTA’s Board of Directors will review the applications and select TAAC members. New appointees will be ratified at the Board’s June meeting and start serving in the committee as of July 1, 2021.

Action Requested

Information only.

Attachments:

1. TAAC Applications Received
2. TAAC Term Expirations

Livermore Amador Valley
TRANSIT AUTHORITY



**Livermore Amador Valley Transit Authority
Tri-Valley Accessible Advisory Committee (TAAC)**

APPLICATION INSTRUCTIONS

ELIGIBILITY REQUIREMENTS

Residents of Pleasanton, Dublin or Livermore who are elderly, disabled or care for someone who is disabled may apply to be the representative for their city or county. Persons employed in the social services field in the Tri-Valley area may apply for the Social services position only.

RESPONSIBILITIES

Members are expected to represent the viewpoint of the elderly and disabled community of the Tri Valley and provide input on the Wheels services. Members also act as liaisons for Wheels by informing the general public about Wheels services and policies. Meetings are held every other month and are scheduled for ninety (90) minutes. For disabled members, transportation is provided on the Wheels Dial-A-Ride service for free both to and from the meeting. All members receive a pass which provides them with complimentary service on all Wheels fixed route buses while serving on the TAAC. Appointments to the TAAC are made by the elected officials who make up the Wheels Board of Directors.

Please send the filled out application to:

**Attn: Kadri Kulm
LAVTA/Wheels
1362 Rutan Court, Suite 100
Livermore, CA 94551, or
kkulm@lavta.org**

APPLICATION FOR TAAC MEMBERSHIP

GENERAL INFORMATION

Name Shawn Costello

Agency (if applicable) _____

Address [REDACTED] _____

City Dublin Zip 94568

Home # 925 [REDACTED] Work # _____ Mobile # _____

Email address: [REDACTED] _____

Which of the following open positions are you applying for?
(May check more than one, if applicable.)

City of Dublin	<u> x </u>
City of Pleasanton	_____
City of Livermore	_____
Alameda County	_____
Social Services Agency	_____

You are eligible for your position because you are

A resident of the City or County and are

Elderly	_____
Disabled	<u> x </u>
A Caretaker for a Disabled person	_____

Or

Employed in Social Services in the Tri Valley _____

1. Do you or your clients use Dial-A-Ride? If yes, how often?

I ride Dial-A-Ride once or twice a month if I can afford it.

2. Do you or your clients use Fixed Route service? If yes, how often?

Yes, 3-4 round trips a week.

3. In a single statement, why do you want to be on this committee?

I would love to continue doing the great work I have been doing for 30 years for Wheels and this committee. I love all my friends at the committee.

4. What skills and knowledge do you feel you bring to this committee?

I bring the knowledge of riding both Fixed Route and Dial-A-Ride for 30 years.

I know most of the drivers and have great comradery with them. I bring to the company the knowledge of how to treat people with disabilities on buses.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

Yes

6. Please include any additional information that may assist the decision making process.

I like the company so much that I'd like to work for Wheels.

Livermore Amador Valley
TRANSIT AUTHORITY



**Livermore Amador Valley Transit Authority
Tri-Valley Accessible Advisory Committee (TAAC)**

APPLICATION INSTRUCTIONS

ELIGIBILITY REQUIREMENTS

Residents of Pleasanton, Dublin or Livermore who are elderly, disabled or care for someone who is disabled may apply to be the representative for their city or county. Persons employed in the social services field in the Tri-Valley area may apply for the Social services position only.

RESPONSIBILITIES

Members are expected to represent the viewpoint of the elderly and disabled community of the Tri Valley and provide input on the Wheels services. Members also act as liaisons for Wheels by informing the general public about Wheels services and policies. Meetings are held every other month and are scheduled for ninety (90) minutes. For disabled members, transportation is provided on the Wheels Dial-A-Ride service for free both to and from the meeting. All members receive a pass which provides them with complimentary service on all Wheels fixed route buses while serving on the TAAC. Appointments to the TAAC are made by the elected officials who make up the Wheels Board of Directors.

Please send the filled out application to:

**Attn: Kadri Kulm
LAVTA/Wheels
1362 Rutan Court, Suite 100
Livermore, CA 94551, or
kkulm@lavta.org**

APPLICATION FOR TAAC MEMBERSHIP

GENERAL INFORMATION

Name Carmen Rivera-Hendrickson

Agency (if applicable) _____

Address _____

City Pleasanton Zip 94588

Home # _____ Work # _____ Mobile # 925 _____

Email address: _____

Which of the following open positions are you applying for?
(May check more than one, if applicable.)

City of Dublin _____
City of Pleasanton x _____
City of Livermore _____
Alameda County _____
Social Services Agency _____

You are eligible for your position because you are

A resident of the City or County and are

Elderly _____
Disabled x _____
A Caretaker for a Disabled person _____

Or

Employed in Social Services in the Tri Valley _____

1. Do you or your clients use Dial-A-Ride? If yes, how often?

As often as possible.

2. Do you or your clients use Fixed Route service? If yes, how often?

Yes, as much as possible.

3. In a single statement, why do you want to be on this committee?

I like to put in input for seniors and disabled in Pleasanton and the rest of the Alameda County.

4. What skills and knowledge do you feel you bring to this committee?

I bring the perspective of a large wheelchair user in the Wheels system. I also have worked in city, state and federal level on transportation issues.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

Yes

6. Please include any additional information that may assist the decision making process.

I have a lot of experience working with the county, legislation, and community groups.

Tri-Valley Accessible Advisory Committee (TAAC)
 Membership Directory for FY 2021 (July 2020 to June 2021)
As of February 24, 2020

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 2020	June 2022
Donna Singer (Alternate)	2 years	July 2020	June 2022

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Judith LaMarre	2 years	July 2020	June 2022
David Weir	2 years	July 2020	June 2022
Michael Balero (Alternate)	2 years	July 2020	June 2022

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	2 years	July 2019	June 2021
Jeffrey Jacobsen (Alternate)	2 years	July 2020	June 2022

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2020	June 2022
Kulwant Singh (Alternate)	2 years	July 2020	June 2022

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Diana Houghtaling	2 years	July 2020	June 2022
Rachel Prater	2 years	July 2020	June 2022
Amy Mauldin	2 years	July 2020	June 2022
Shay Roberson (Alternate)	2 years	July 2020	June 2022

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

AGENDA

ITEM 10



NEWS RELEASE

Clipper® Launches on iPhone and Apple Watch, Debuts New Mobile App



Passengers Can Ride 24 Bay Area Transit Systems with Clipper on Apple Pay



Thursday, April 15, 2021

The Metropolitan Transportation Commission (MTC) today launched the Clipper regional transit-fare payment card on iPhone and Apple Watch, and also released a mobile app for easier management of Clipper cards.

Clipper on iPhone and Apple Watch gives riders on 24 Bay Area transit systems a new, contactless way to pay fares on buses, trains and ferries. Adding a Clipper card to iPhone or Apple Watch is easy. Customers can add the card directly through Apple Wallet and load cash value with Apple Pay anytime, anywhere. Riders also can transfer the value from a plastic Clipper card to their iPhone. Clipper will be coming to Google Pay in May.

Today's launch makes paying for and riding public transit easier and safer because Clipper on iPhone and Apple Watch works with Express Mode, which allows riders to quickly tag and pay for rides without having to use Face ID, Touch ID, wake or unlock their device, or open an app. Riders can simply hold their iPhone or their Apple Watch near the Clipper reader and then board the bus, train or ferry. They no longer need to touch a ticket vending machine or reload a Clipper card at a retailer.

“The last year has taught us the importance of contactless fare payment, and this is one more way Clipper is delivering on that promise,” said MTC Chair Alfredo Pedroza. “With Clipper’s launch today on iPhone and Apple Watch, we are offering greater safety and convenience to riders, drivers, station agents and transit operators.”

“We’re excited that customers across the Bay Area, our hometown, can now use Clipper on iPhone and Apple Watch and benefit from a safer, faster more convenient way to ride,” said Jennifer Bailey, Apple’s vice president of Apple

Pay. “After adding their Clipper card to Apple Wallet, riders can simply tap and go for a contactless experience that also keeps their information private and secure.”

The new Clipper mobile app, available on iPhone, allows riders to easily manage their Clipper cards and their Clipper account, and to plan transit trips around the Bay Area. Riders must use the Clipper app to buy transit agency passes for use on iPhone or Apple Watch.

“This new fare payment method works on all 24 Bay Area transit services that accept Clipper,” said MTC Executive Director Therese McMillan. “Riders can easily add cash value from Apple Pay and just tag and ride. It couldn’t be more user-friendly, not to mention timely. We’re looking forward to offering the same convenience soon with Google Pay.”

Transit riders who are enrolled in the Clipper START program and those who use cash to load their Clipper cards also can use the Clipper app, but cash payers will need to use a BART, Golden Gate Ferry, or SMART ticket machine or select Caltrain ticket machines to add value to iPhone or Apple Watch.

MTC has been working with Apple and Cubic Transportation Systems, the Bay Area’s fare payment solutions partner, to introduce these convenient new payment and account management features. For more information, visit clippercard.com or transit.applepay.apple/san-francisco.

MTC is the transportation planning, funding and coordinating agency for the nine-county San Francisco Bay Area. MTC operates the Clipper system on behalf of the region's transit agencies.

**To add a Clipper transit-fare payment card to Apple Wallet, you need iPhone 8 or later running the latest version of iOS, or an Apple Watch Series 3 or later running the latest version of watchOS. Once transferred, the physical Clipper card can no longer be used to pay for transit.*

***Hand-held Clipper card readers do not support Express Mode. Without Express Mode, you must authenticate with Face ID, Touch ID, your passcode, or double click on your Apple Watch for the Clipper reader to read your Clipper card. Learn more about riding transit without Express Mode.*