

**MINUTES OF THE FEBRUARY 28, 2022 ZOOM TELECONFERENCE**  
**LAVTA PROJECTS AND SERVICES COMMITTEE MEETING**

**1. Call to Order**

Committee Chair Jean Josey called the meeting to order at 4:00pm.

**2. Roll Call of Members**

**Members Present**

Jean Josey, City of Dublin  
Gina Bonanno, City of Livermore  
David Haubert, Alameda County  
Karla Brown, City of Pleasanton

**3. Meeting Open to Public**

No comments.

**4. Minutes of the January 24, 2022 Meeting of the P&S Committee.**

Approved: Brown/Bonanno  
Aye: Brown, Josey, Bonanno, Haubert  
No: None  
Abstain: None  
Absent: None

**5. Dial-A-Ride Customer Satisfaction Survey 2021**

Staff reported that due to the pandemic LAVTA did not conduct a 2020 customer satisfaction survey, but did conduct a 2021 survey. Staff provided a presentation of the Dial-A-Ride Customer Satisfaction Survey of December 2021 that was conducted by Quantum Market Research. Included was the Summary of Findings, background, methodology, and comparison of mean ratings. Staff acknowledged that overall they are happy with the results, but noted there is always opportunity for improvement. Dial-A-Ride is at an acceptable rate of 85% for On-Time Performance (OTP) and LAVTA will continue to work with the contractor to monitor and improve the service quality. Staff informed that Dial-A-Ride clients can use the new My Transit Application to track their trips, cancel, and provide feedback. Currently only 25 clients are registered to use the application, so there is opportunity to increase this number by marketing and promoting it.

The item was discussed by the Committee Members and staff. Vice Chair Gina Bonanno inquired what fraction of our riders speak English or Spanish and had concerns about other ethnicities not being included in the survey. Committee Member Karla Brown requested changing the “hold time were not an issue” inquiry to state “was your hold time over 60 seconds”, so clients know what is acceptable for a more accurate rating. Chair Jean Josey noted that if a non-response was received it should not be considered an average response, since it would skew the

results. Vice Chair Gina Bonanno requested a column that shows how many people did not respond to which questions. Staff informed all comments and requests will be taken into consideration for the next survey.

This was informational only

## **6. Executive Directors Report**

Executive Director Michael Tree reported that ridership is increasing, but is still about 50% of pre-COVID levels. Staff continues to be working diligently to hire additional operators in an effort to increase service levels. Executive Director Michael Tree noted that one challenge of paratransit is balancing productivity (shared rides) with an acceptable On-Time Performance (OTP).

Director of Planning and Marketing Tony McCaulay provided a brief update on the John Madden Cruiser and the Celebration of John Madden event in Oakland, CA. The bus will appear on Route 8 every Saturday and will go by the Pleasanton Farmer's Market in Pleasanton.

Executive Director Michael Tree also noted important dates. The Paratransit RFP with County Connection is due on April 6, 2022. The Projects and Services (P&S) Committee will receive an overview of the Zero-Emission Bus Rollout Plan from Center for Transportation and the Environment (CTE) at the March meeting. Alameda County staff will request approval of the design-build contract award for the Dublin Parking Garage from the Alameda Board of Supervisors on March 22, 2022.

The item was discussed by the Committee Members and staff. Committee Member David Haubert requested that LAVTA notify his staff at Alameda County regarding the March 22, 2022 date for awarding the design-build contract award.

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

## **8. Matters Initiated by Committee Members**

None.

## **9. Next Meeting Date is Scheduled for: March 28, 2022**

## **10. Adjourn**

Meeting adjourned at 4:37pm.