

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

**Tri-Valley Accessible Advisory Committee**

**DATE:** Wednesday, January 12, 2022

**PLACE:** Zoom Teleconference

**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 3:31 pm.

Members Present:

Judith LaMarre	City of Livermore
Michael Balero	City of Livermore – Alternate
Shawn Costello	City of Dublin
Connie Mack	City of Dublin
Donna Singer	City of Dublin – Alternate
Herb Hastings	County of Alameda
Kulwant Singh	County of Alameda - Alternate
Diana Houghtaling	Social Services Member
Amy Mauldin	Social Services Member
Shay Roberson	Social Services Member Esther Waltz PAPCO Representative

Staff Present:

Toan Tran	LAVTA
Kadri Kulm	LAVTA
Christian Pereira	MV Transit

Members of Public:

Zack Silva	City of Pleasanton
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**2. Roll Call**

- 3. Approval of Agenda and Modifications in necessary**  
Costello/Waltz
- 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 3, 2021 meetings of the Committee**  
Approved.  
Mack/Costello
- 6. Joint Procurement with County Connection for Wheels Dial-A-Ride Services**  
Staff gave a presentation on the ongoing pilot program with County Connection, which started on April 1, 2021. In this pilot the two transit agencies share the same paratransit operations contractor. The program has been successful as all performance indicators have shown a positive trend. LAVTA and County Connection will issue an RFP shortly for the joint procurement for the contract starting on July 1, 2022.
- 7. Dial-A-Ride Customer Satisfaction Survey**  
Staff updated the committee on the results of the latest DAR Customer Satisfaction Survey, which 284 passengers completed in December 2022. The responses to all 20 statements in the questionnaire indicated higher rider satisfaction ratings compared to the last time this survey was conducted two years prior. Whereas 2019 saw fewer riders accord the highest level of agreement (strongly agree) with the 20 statements, 2021 shows not only an increase over 2019, but increases over 2018 and 2017 as well.
- 8. PAPCO Report**  
As the last meeting was in October, 2021 there was no PAPCO report this time around.
- 9. Service Updates and Concerns**  
Judy LaMarre reported that there have been times when she had to wait for Dial-A-Ride for a long time and the ride time was excessively long as well. This happened in September.  
Staff gave an update on inactive bus stops West on Golden Gate. The removal of these bus stops is in the scope of a larger project staff is working on. The RFP will be released shortly.

Staff also informed the committee that the ramp-up of the fixed route service has been postponed due to the Omicron variant until the staffing level is more stabilized.

**10. Adjournment**

Meeting adjourned at 4:58 pm.

DRAFT