

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

TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE

AGENDA

ZOOM TELECONFERENCE

NOVEMBER 3, 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**

This meeting will proceed via teleconference in accordance with Government Code Section 54953(e)(2), in order to protect the health and safety of staff, officials, and the general public. Councilmembers 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 Tri-Valley Accessible Advisory Committee (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.

Public comments will also be accepted via email until 1:00 p.m. on Wednesday, November 3, 2021 at frontdesk@lavta.org. Please include “Public Comment – 11/3/2021” 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 Tri-Valley Accessible Advisory 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 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, November 3, 2021 to frontdesk@lavta.org. Please include “Public Comment – 11/3/2021” 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 July 7, 2021 meeting (please review prior to meeting)	Action	3:40
6. Chair Report (Training/coordinating with LAVTA's Fixed Route contractor, Dial-A-Ride Transit Manager app, Go Tri-Valley)	Information	3:45
7. Dial-A-Ride Customer Satisfaction Survey	Information	4:15
8. PAPCO Report	Information	4:30
9. Service Updates & Concerns	Discussion	4:35
10. Adjournment		5:00

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

<i>Jennifer Suda</i>	<i>10/29/2021</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, July 7, 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 3:30 pm.

Members Present:

David Weir	City of Livermore
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
Rachel Prater	Social Services Member
Diana Houghtaling	Social Services Member
Shay Roberson	Social Services Member – Alternate
Esther Waltz	PAPCO Representative

Staff Present:

Toan Tran	LAVTA
Kadri Kulm	LAVTA
Christian Pereira	MV Transit
Juana Lopez	Transdev
Rashida Kamara	CCCTA

Guests:

Pricilla Gomez	East Bay Regional Center
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2. Roll Call

3. Approval of Agenda and Modifications in necessary

Hastings/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 May 5, 2021 meetings of the Committee

Approved.

Mack/Waltz

6. Election of Chair and Vice Chair for FY22

The committee members elected Herb Hastings for the committee Chair position and Shawn Costello for the committee's Vice-Chair position.

Weir/Prater

7. TAAC Schedule for FY22

The committee voted to have their meetings at following dates at 3:30pm:

- July 7, 2021,
- September 1, 2021,
- November 3, 2021,
- January 12, 2022,
- March 2, 2022, and
- May 4, 2022

Weir/Waltz

8. Wheels Fixed Route Service Reinstatement

Staff updated the committee on the Wheels fixed route service reinstatement and informed the committee that effective June 14, 2021, weekday service frequencies on the Route 10R and 30R will return to pre-pandemic service of every 15 minutes from approximately 6am-10am and 2pm-6pm.

Staff is currently working on the Fall schedule that goes into effect on August 7th.

9. Paratransit Service to Day Programs

Staff monitors the trip demand to day programs and explained the subscription/standing order process.

9. PAPCO Report

Herb Hastings reported that the Chair and Vice Chair of PAPCO were re-elected, Shawn Costello is in SRAC and Herb Hastings is in Independent Watchdog Committee.

9. Service Updates and Concerns

Donna Singer asked about inclusion of East Bay Paratransit into the One Seat Ride Pilot Program, but as of now there is no information on them joining the program. Herb Hastings reported on his One Seat Ride experience from Livermore to Lafayette.

Esther Waltz was asking for clarification if masks are needed at the bus stops. Staff said that LAVTA is following CDC guidelines, which state that masks are required on the buses, but not at the outdoor bus stops.

Shay Roberson inquired about the end date of the One Seat Ride Pilot Program. Staff responded that it is scheduled to sunset at the end of December, 2021.

Judy LaMarre reported that she was given misinformation when she wanted to make reservation for Sunday at 7:30am, but was told by the reservationists that on the holidays service start at 8:30am..

10. Adjournment

Meeting adjourned at 4:30 pm.

AGENDA

ITEM 7



S T A F F R E P O R T

SUBJECT: Dial-A-Ride Passenger Satisfaction Survey

FROM: Kadri Klm, Paratransit Planner

DATE: November 3, 2021

Action Requested

None – Information only.

Background

LAVTA performs Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service. The goal for the upcoming survey is to measure rider satisfaction of the “Wheels Dial-A-Ride” ADA paratransit service, since the onboarding of a new ADA paratransit service provider as of April 1, 2021.

Discussion

The survey will be conducted by a third party company and is expected to include both email (online) and phone survey. The format and questions will be very similar to the previous surveys. The survey is expected to be completed by the end of the year.

The overall aspects of the service to be surveyed include:

- Ride reservation process
- Ride pick-up
- Ride experience
- Drop-off
- Overall satisfaction

Next Steps

Staff will shortly release the Request for Proposals for this project and will be bringing the survey results to the TAAC in early 2022.

Action Requested

None – Information only.