

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

**TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE**

**AGENDA**

**ZOOM TELECONFERENCE**

**NOVEMBER 8, 2022 – 3:30 PM**

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*Agenda Questions: Please call the Director of Operations & Innovation at (925) 455-7562 or send an email to [frontdesk@lavta.org](mailto: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 Monday, November 7, 2022 at [frontdesk@lavta.org](mailto:frontdesk@lavta.org). Please include “Public Comment – 11/7/2022” 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](http://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](mailto:frontdesk@lavta.org)

If you are submitting public comment via email, please do so by 1:00 p.m. on Monday, November 7, 2022 to [frontdesk@lavta.org](mailto:frontdesk@lavta.org). Please include “Public Comment – 11/7/2022” 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

	<b>Action Recommended by Staff</b>	
<b>1. Call to Order</b>		<b>3:30</b>
<b>2. Roll Call</b>		
<b>3. Approval of Agenda and Modifications if necessary</b>	<b>Action</b>	
<b>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)</b>	<b>Information</b>	<b>3:35</b>
<b>5. Minutes of the September 7, 2022 meeting (please review prior to meeting)</b>	<b>Action</b>	<b>3:40</b>
<b>6. Chair Report</b>	<b>Information</b>	<b>3:45</b>
<b>7. TAAC Recruitment for Pleasanton Alternate Position</b>	<b>Information</b>	<b>3:55</b>
<b>8. Dial-A-Ride Customer Satisfaction Survey</b>	<b>Information</b>	<b>4:05</b>
<b>6. PAPCO Report</b>	<b>Information</b>	<b>4:15</b>
<b>7. Service Updates &amp; Concerns</b>	<b>Discussion</b>	<b>4:20</b>
<b>8. Adjournment</b>		<b>5:00</b>

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

<i>Jennifer Suda</i>	<i>11/3/2022</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:*

*Interim Executive Director  
Livermore/Amador Valley Transit Authority  
1362 Rutan Court, Suite 100  
Livermore, CA 94551  
Fax: 925.443.1375  
Email: [frontdesk@lavta.org](mailto: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, September 7, 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 3:33 pm.

Members Present:

David Weir	City of Livermore
Judith LaMarre	City of Livermore
Susan O’Neill	City of Livermore – Alternate
Shawn Costello	City of Dublin
Sue Tuite	City of Pleasanton
Herb Hastings	County of Alameda
Kulwant Singh	County of Alameda - Alternate
Diana Houghtaling	Social Services Member
Zack Silva	Social Services Member
Shay Roberson	Social Services – Alternate

Staff Present:

Toan Tran	LAVTA
Kadri Kulm	LAVTA
Rosa Noya	County Connection
Juana Lopez	Transdev
Christian Pereira	MV Transit

**2. Roll Call**

**3. Approval of Agenda and Modifications in necessary**

Added David Weir’s report following the agenda item 6.

Hastings/Tuite

- 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 July 6, 2022 meetings of the Committee**

Approved.

LaMarre/Weir

- 6. LAVTA Shared Autonomous Vehicle Update**

Staff provided an update of the LAVTA SAV project. The Phase 1 has been completed and staff is currently getting ready for Phase 2. The new vehicles for the project are ADA accessible and will be available in 18-24 months

- 7. David Weir's Report**

David Weir informed the committee that the RTC (Regional Transit Discount Card) Clipper program is considering rebranding its name to Clipper Access.

- 8. PAPCO Meeting**

There has not been a PAPCO meeting between this and the last TAAC meeting.

- 9. Service Updates and Concerns**

Staff provided an overview of the accessibility features of the new LAVTA website.

Judy LaMarre reported she has been having problems with her rides to church on Sunday mornings. Staff will be meeting with her after the TAAC meeting to find a resolution.

Shawn Costello reported a bus on Route 30 on Friday from West BART to East that was making a lot of "racket". Staff to investigate and follow up.

Sue Tuite reported a bus stop on Route 8 (First and Neal) that does not have a good place for mobility devices to get off the bus as the concrete pad is small and buses do not stop close enough to it. As a result wheelchair passengers have to disembark into a grassy area. Judy LaMarre reported another such stop on Route 8. Staff to follow up.

Chair Hasting informed the committee that he has been testing the Where is My Ride app for booking Dial-A-Ride rides and his experience in using the app for booking.

**10. Adjournment**

Meeting adjourned at 4:26 pm.

DRAFT



**AGENDA**

**ITEM 7**



**S T A F F   R E P O R T**

SUBJECT: TAAC Recruitment for the Pleasanton Alternate Position

FROM: Kadri Klm, Paratransit Planner

DATE: November 8, 2022

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**Action Requested**

Information only.

**Background**

LAVTA Board of Directors ratified the TAAC appointments for terms starting on July 1, 2022 and ending on June 30, 2024 for regular members, and on June 30, 2023 for alternate members at their July, 2022 meeting. Since LAVTA did not receive enough applications from Pleasanton residents the Pleasanton Alternate position is currently unfilled.

**Discussion**

LAVTA did receive an application from an interested Pleasanton resident Jennifer White on September 15, 2022. Staff is proposing appointing Ms. White as Pleasanton Alternate with term expiring on June 30, 2023.

**Recommendation**

Information only.

Attachments:

1. TAAC Application
2. TAAC Roster

RECEIVED  
SEP 15 2022  
Livermore Amador Valley  
Transit Authority

APPLICATION FOR TAAC MEMBERSHIP

GENERAL INFORMATION

Name Jennifer White

Agency (if applicable) yes

Address 

City Pleasanton CA Zip 94566

Home # — Work # — Mobile # 

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
- 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
- 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?

NO

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

Very often like 5-10 times ~~at least~~  
A week.

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

I have a lot to say about The Bus and would  
like to have the chance to say something.

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

I know about The Bus. I am a rider.

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

Yes would be able to be very  
flexible.

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

I am a bus rider and I would like to have  
a chance to say something.

Tri-Valley Accessible Advisory Committee (TAAC)  
 Membership Directory for FY 2023 (July 2022 to June 2023)  
*As of November 8, 2022*

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Shawn Costello	2 years	July 2021	June 2023
Connie Mack	2 years	July 2022	June 2024
Donna Singer (Alternate)	1 year	July 2022	June 2023

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Judith LaMarre	2 years	July 2022	June 2024
David Weir	2 years	July 2022	June 2024
Susan O'Neill (Alternate)	1 year	July 2022	June 2023

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Carmen Rivera-Hendrickson	2 years	July 2021	June 2023
Sue Tuite	2 years	July 2022	June 2024
VACANT (Alternate)			

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2022	June 2024
Kulwant Singh (Alternate)	2 years	July 2022	June 2023

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Zack Silva	2 years	July 2022	June 2024
Amy Mauldin	2 years	July 2022	June 2024
Shay Roberson	2 years	July 2022	June 2024
Diana Houghtaling (Alternate)	1 year	July 2022	June 2023

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 8**



**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 8, 2022

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**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 for the last 12 months.

**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 2023.

**Action Requested**

None – Information only.