

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

PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE WHOLE

COMMITTEE MEMBERS

JEAN JOSEY – CHAIR
KARLA BROWN

GINA BONANNO – VICE CHAIR
DAVID HAUBERT

Agenda Questions: Please call the Executive Director at (925) 455-7564 or send an email to frontdesk@lavta.org

Documents received after publication of the Agenda and considered by the Projects and Services 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 Executive Director during normal business hours if you require access to any such documents.

TELECONFERENCE

FEBRUARY 28, 2022 – 4:00 PM

**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 Projects and Services (P&S) 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, February 28, 2022 at frontdesk@lavta.org. Please include “Public Comment – 2/28/2022” 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 Projects and Services 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/85868238171>
Passcode: PS1362Mtg
- To supplement a PC, Mac, tablet or device without audio, please also join by phone:
Dial: 1 (669) 900-6833
Webinar ID: 858 6823 8171
Passcode: 622062

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.

- Livestream online at: [Livermore Amador Valley Transit Authority YouTube Channel](#)

No option to make Public Comment on YouTube live stream.

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: 858 6823 8171
Passcode: 622062

*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 Monday, February 28, 2022 to frontdesk@lavta.org. Please include “Public Comment – 2/28/2022” 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

1. Call to Order

2. Roll Call of Members

3. Meeting Open to Public

- Members of the audience may address the Committee on any matter within the general subject matter jurisdiction of the LAVTA Board of Directors.
- Members of the audience may address the Committee on items on the Agenda at the time the Chair calls for the particular Agenda item.
- Public comments should not exceed three (3) minutes.
- Agendas are published 72 hours prior to the meeting.
- No action may be taken on matters raised that are not on the Agenda.

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

Recommendation: Approval

5. Dial-A-Ride Customer Satisfaction Survey 2021

Recommendation: None – information only.

6. Executive Directors Report

7. Preview of Upcoming P&S Committee Agenda Items

8. Matters Initiated by Committee Members

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

10. Adjourn

Please refrain from wearing scented products (perfume, cologne, after-shave, etc.) to these meetings, as there may be people in attendance susceptible to environmental illnesses.

In the event that a quorum of the entire Board is present, this Committee shall act as a Committee of the Whole. In either case, any item acted upon by the Committee or the Committee of the Whole will require consideration and action by the full Board of Directors as a prerequisite to its legal enactment.

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

/s/ Jennifer Suda

LAVTA Administrative Services Department

2/25/2022

Date

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 4



MINUTES OF THE JANUARY 24, 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 December 29, 2021 Meeting of the P&S Committee.

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

5. Zero-Emission Bus Master Transition Plan

Executive Director Michael Tree briefed the Projects and Services Committee on future leadership possibilities for LAVTA with the approval of the ZEB Master Transition Plan. Staff Savannah Gupton of Center for Transportation and the Environment (CTE) provided a presentation on LAVTA's Zero-Emission Bus Master Transition Plan. The presentation included fuel pricing assumptions, detailed graphs, funding possibilities, and performance data to assist the Committee with questions they had from December 2021 meeting. The Projects and Services Committee asked questions and discussed the slide presentation with staff and CTE.

Chair Jean Josey opened public comment on Agenda Item 5. Public comment was heard from Herb Hastings.

Tri-Valley Accessible Advisory Committee (TAAC) Chair Herb Hastings requested for TAAC involvement in the interior design for accessibility issues prior to production of the vehicles. Chair Jean Josey and Executive Director Michael Tree responded that the TAAC can assist with the interior design layout for wheelchair accessible features of the bus.

The Projects and Services Committee forwarded a recommendation to the Board of

Directors approve Resolution 03-2022, authorizing staff to proceed with the development of the Zero-Emission Bus Rollout Plan using the all fuel cell electric bus transition scenario.

Approved: Bonanno/Brown

Aye: Brown, Josey, Bonanno, Haubert

No: None

Abstain: None

Absent: None

6. Executive Directors Report

Executive Director Michael Tree noted the Transit and Intercity Rail Capital Plan (TIRCP) grant application for hydrogen infrastructure and maintenance facility that was collaborative with several agencies including Contra Costa Transportation Authority and the Central Contra Costa Transit Authority and the Tri-Valley – San Joaquin Valley Regional Rail Authority. The grant is due in early March 2022 and LAVTA should know the outcome of the grant by June/July 2022.

Executive Director Michael Tree reported that currently LAVTA is doing well in regards to COVID and reported two LAVTA employees and one contractor is out of the office, due to exposure. LAVTA is cautiously optimistic that we can continue to provide the current level of service to the public without disruption.

Executive Director Michael Tree informed that the Paratransit Satisfaction Survey will be on the Projects and Services Committee agenda next month.

Director of Planning and Marketing Tony McCaulay provided a brief update on the John Madden bus wrap project. Committee Member David Haubert requested staff to send him the ad mockup.

7. Preview of Upcoming P&S Committee Agenda Items

8. Matters Initiated by Committee Members

None.

9. Next Meeting Date is Scheduled for: February 28, 2022

10. Adjourn

Meeting adjourned at 4:54pm.

AGENDA

ITEM 5



STAFF REPORT

SUBJECT: Dial-A-Ride Customer Satisfaction Survey 2021

FROM: Toan Tran, Director of Operations and Innovation

DATE: February 28, 2022

Action Requested

None – information only.

Background

LAVTA performs annual Dial-A-Ride surveys to assess customer satisfaction in order to continually improve service. Due to the coronavirus pandemic, the 2020 survey was deferred to 2021.

Methodology

The methodology for the customer satisfaction survey incorporated both telephone surveys and an online survey. In an effort to ensure there is a diverse group of respondents, a combination of active and non-active riders was polled. Also, in this wave, a postcard was sent to all riders inviting them to complete the survey online or over the phone.

The participants surveyed via telephone were randomly selected, and the online survey was sent to the email addresses in the LAVTA paratransit database. The survey was administered by a third-party surveyor, and a total of 284 Dial-A-Ride surveys were completed, which included 265 phone surveys and 19 online surveys.

The surveyors asked the passengers to rate Dial-A-Ride service on a 1-to-5 scale (5 being highest and 1 being lowest) on a variety of topics, including the reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service.

Discussion

Comparing the results of this most recent survey conducted in December 2021 to the previous survey from June 2019 shows improvements in all categories. 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. Most ratings are at least 10 percentage points higher than last time. This is a welcome change from the softening of opinions seen in 2019. Particularly notable are the number of riders who “strongly agree” that the person on the phone was able to arrange the transportation and that it was easy to make arrangements on the phone.

Overall mean ratings saw notable increases when it came to the person on the phone bearing able to arrange the transportation (+.35), hold times not being an issue (+.27), the person on the phone being knowledgeable (+.26), and being easy to make arrangements over the phone (+.24).

The primary reason for not using Dial-a-Ride since April 2021 is the pandemic, cited as one-third of non-current riders as the reason for their lack of use.

Once again, the lowest rated statements relate to hold times not being an issue and the driver being on time.

Next Steps

Although on-time performance is currently at an acceptable rate of 95% on time, LAVTA staff will continue to work with the contractor to monitor and improve the service quality.

Recommendation

None – information only.

Attachments:

1. Dial-A-Ride Customer Satisfaction Survey PowerPoint



Livermore Area Valley Transportation Authority (LAVTA)
Ridership Satisfaction
Phone and Online Survey

Summary of Findings

Prepared January 2022

Quantum Market Research



Background

- Overall goal of the study is to gauge rider satisfaction with LAVTA's Wheels Dial-a-Ride service, particularly as a means of tracking opinions over the years.
- In this wave, efforts were made to conduct as many interviews as possible with those who have used the service since April 1, when LAVTA began partnering with neighboring County Connection in a demonstration program to provide the service.
- Survey has been conducted in English over the telephone since 2015.
- Since 2017, interviewing includes online surveys and Spanish-language interviewing, in addition to English-language surveys.
- Respondents were users of Wheels Dial-a-Ride service in the previous 12 months or are the caregivers of those users.

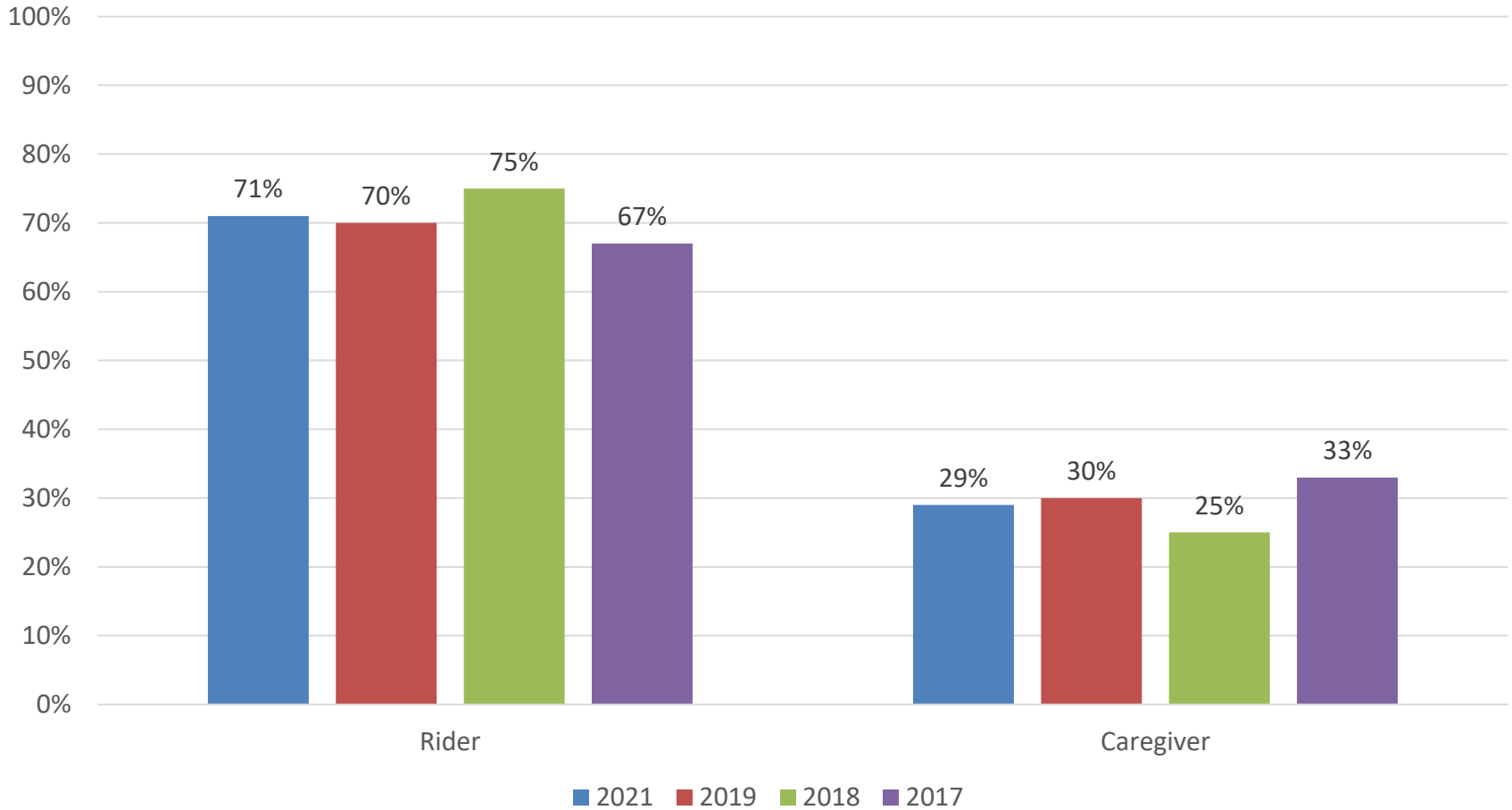


Methodology

- In 2021, 284 surveys were conducted, including 265 telephone interviews averaging 10 minutes in length.
- Another 19 riders completed the survey online.
- Overall, 181 of the respondents, or 64%, have used the service since April 1.
- The margin of error is just over $\pm 5\%$ at the 95% confidence level.
- The sample provided by LAVTA included a total of 1,165 individuals, including 141 at various nursing homes and rehabilitation centers.
- Of the 1,165 total sample, 255 were listed as riders since April 1, 2021.
- As in the most recent wave, postcards were sent to all riders in individual residences inviting them to complete the survey online or over the phone. Non-respondents with a valid email address also received an email invitation to participate.
- A raffle of four prizes of \$25 was offered to all respondents. Two additional raffles of \$100 were offered to those who had used the service since April 1.

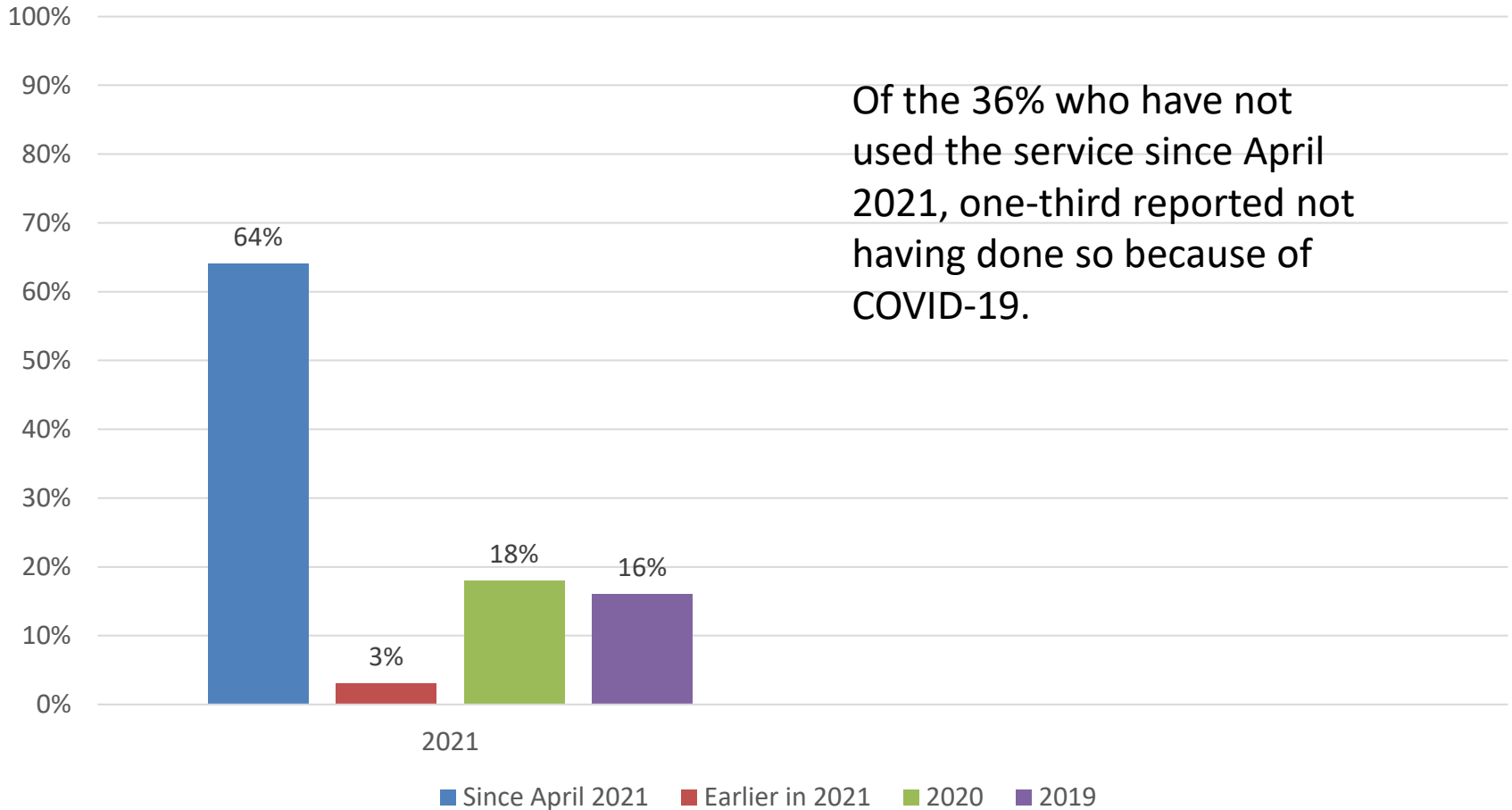


Rider or Caregiver



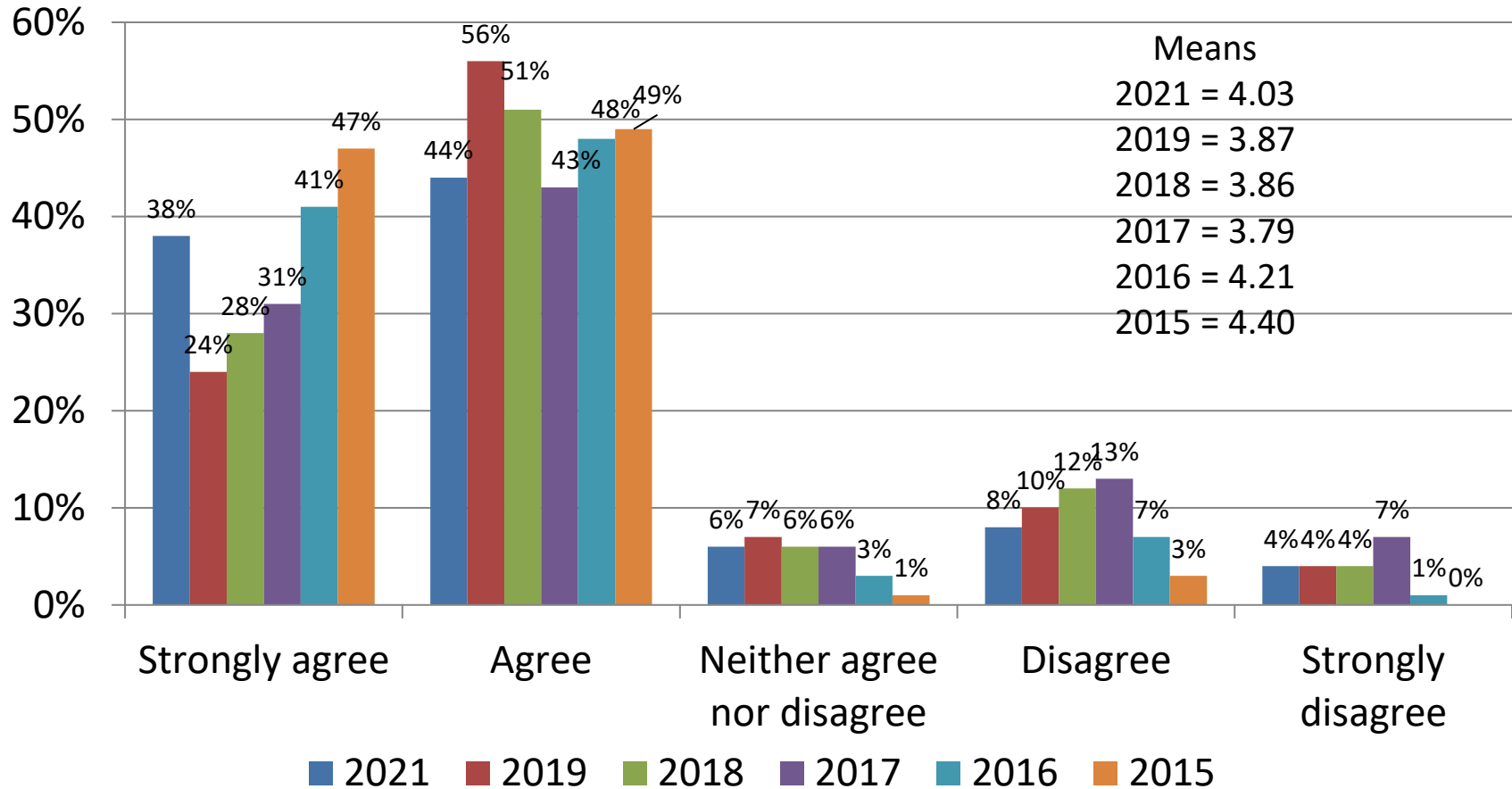


When Last Used Wheels Dial-a-Ride



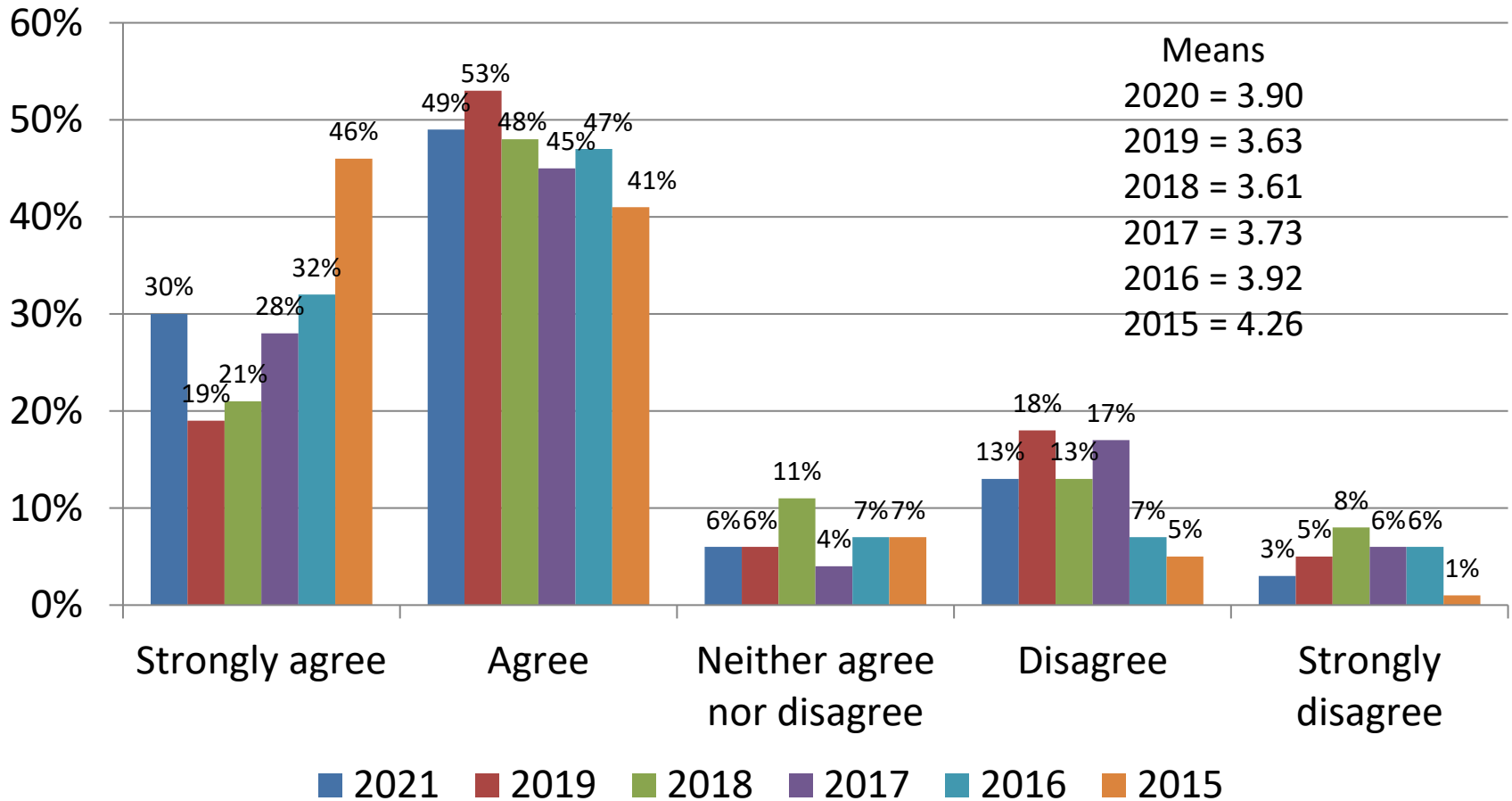


Able to Reach Customer Service Quickly



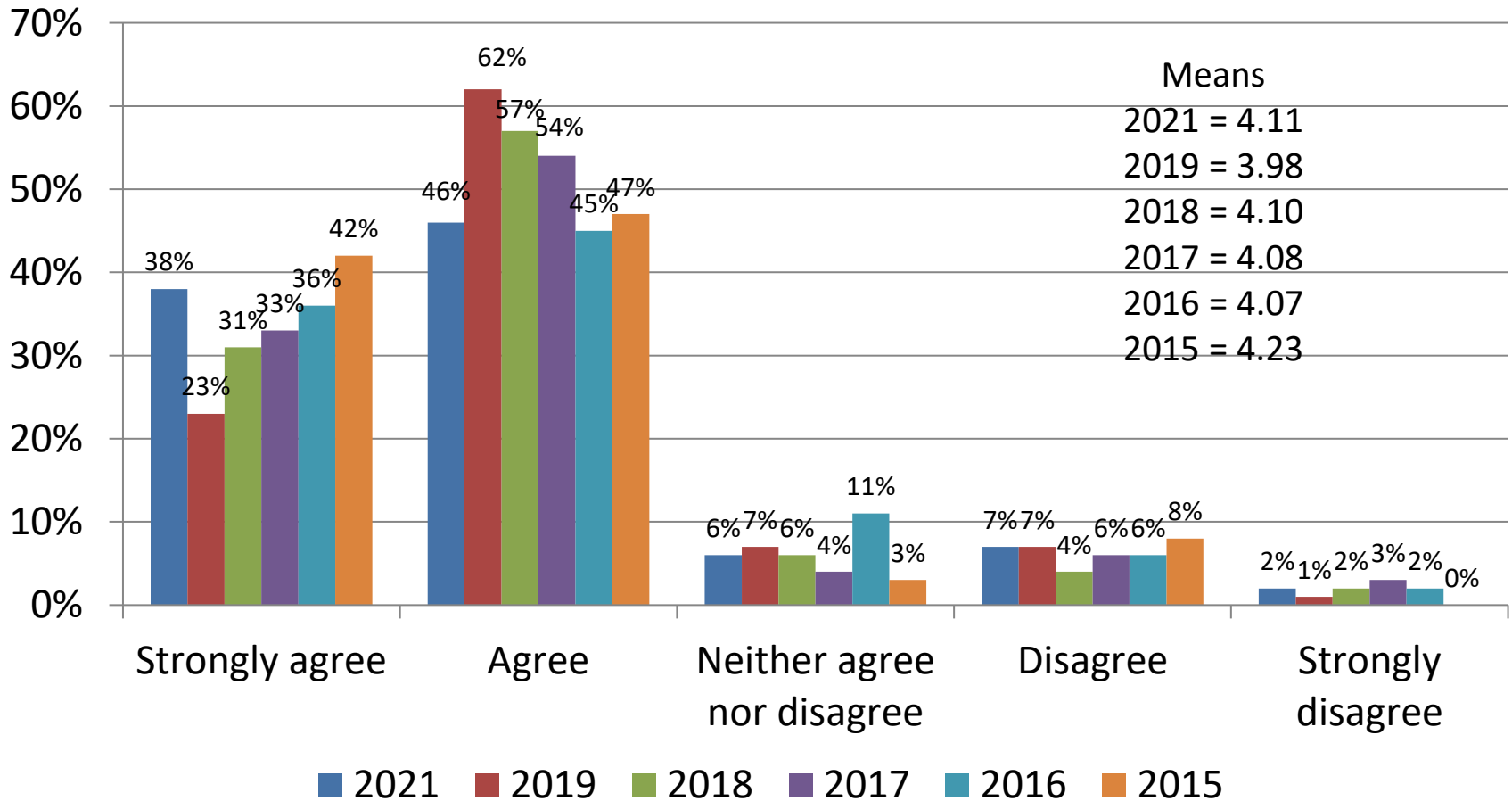


Hold Times Were Not an Issue



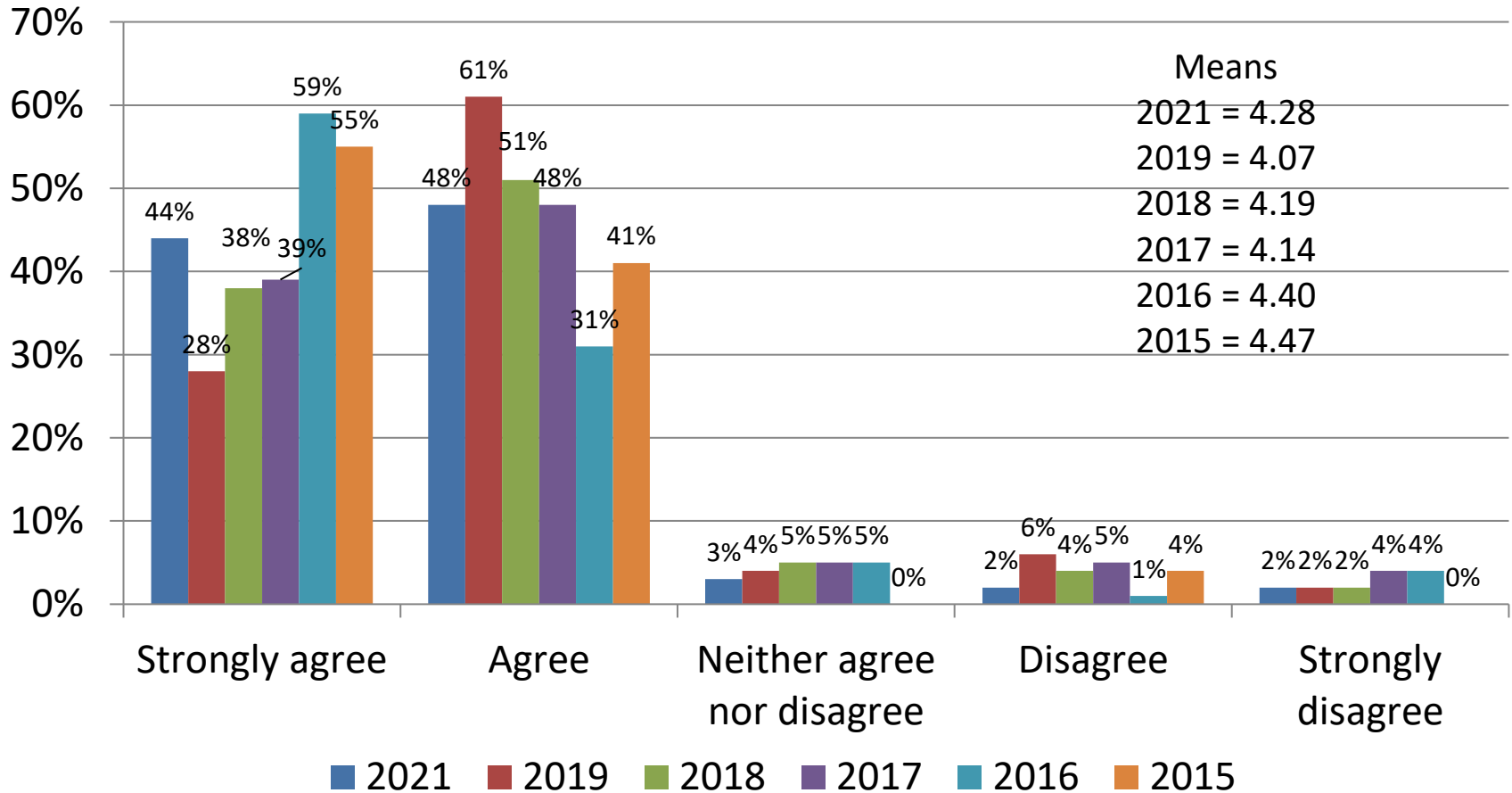


No Problems with Phone Menu



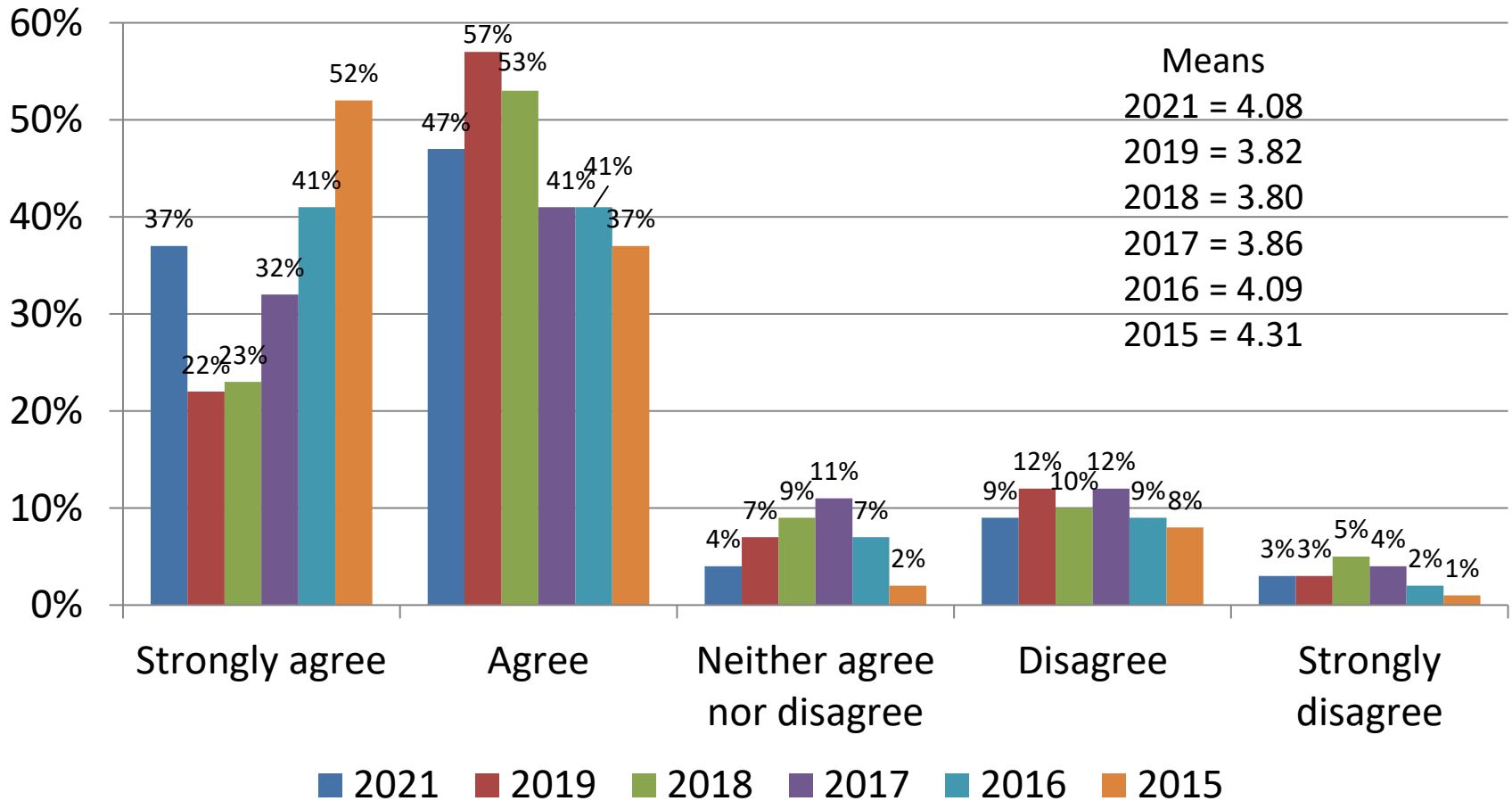


Person on Phone Was Courteous



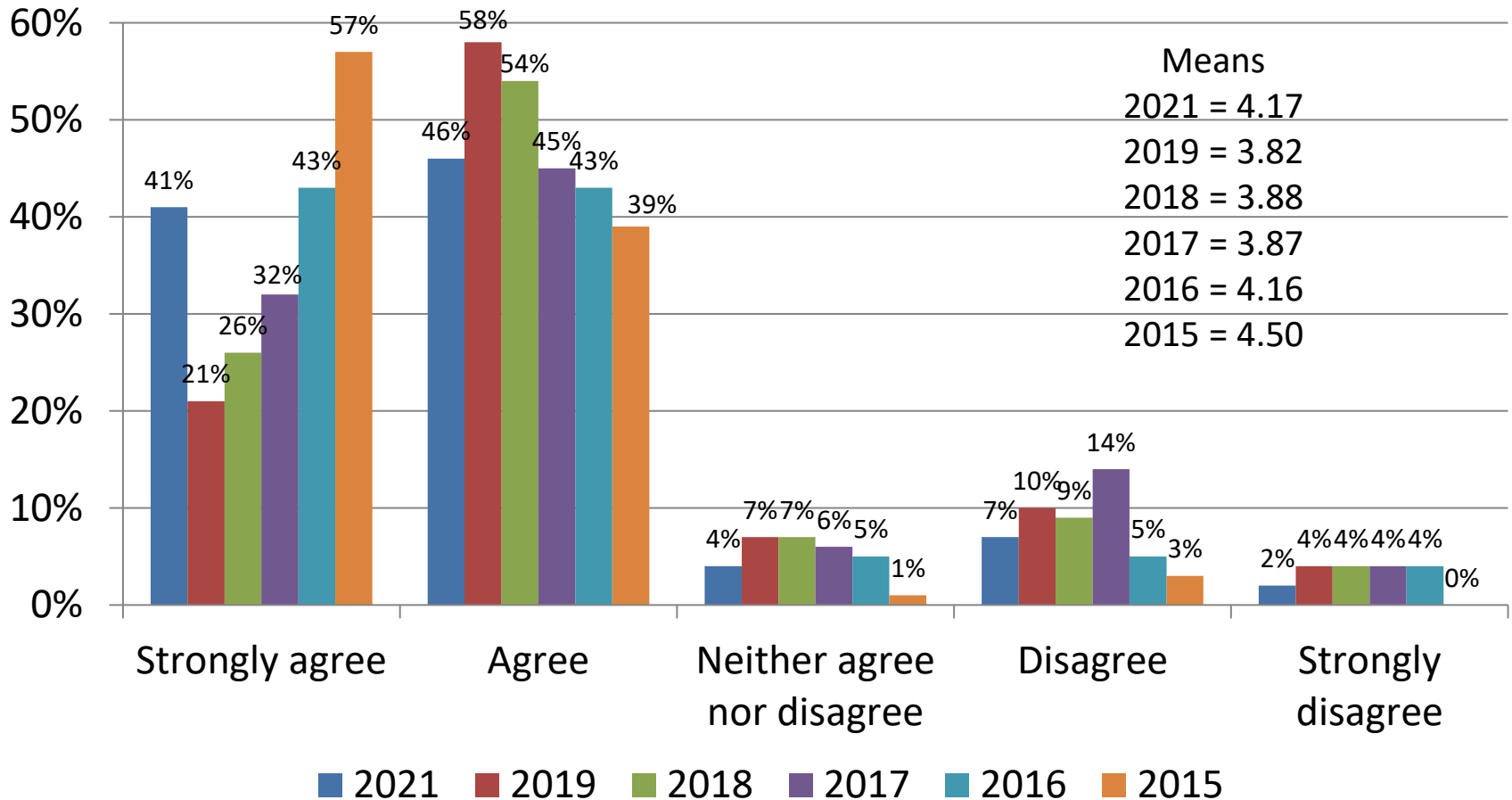


Person on Phone Was Knowledgeable



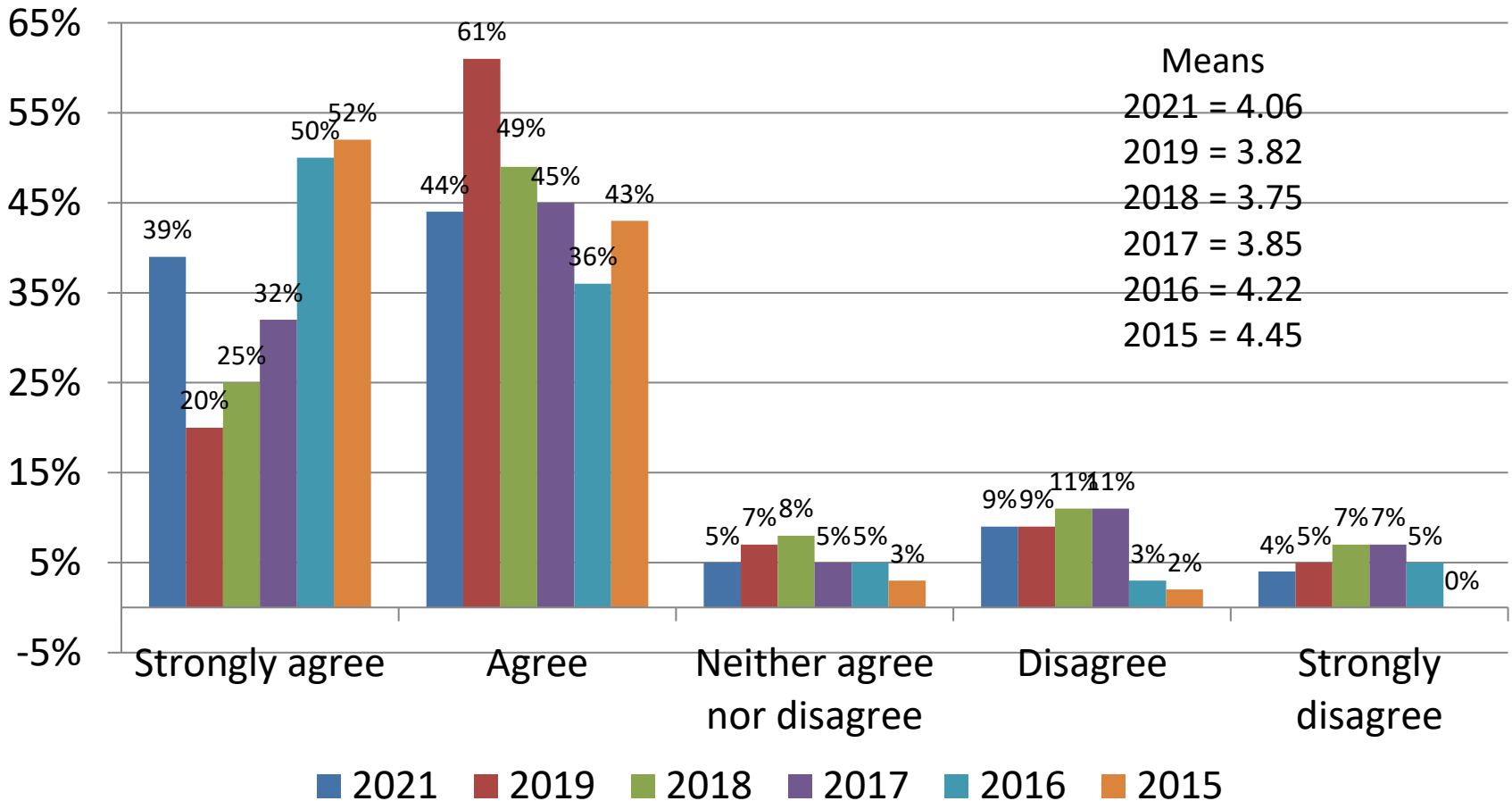


Person on Phone Was Able to Arrange Request for Transportation



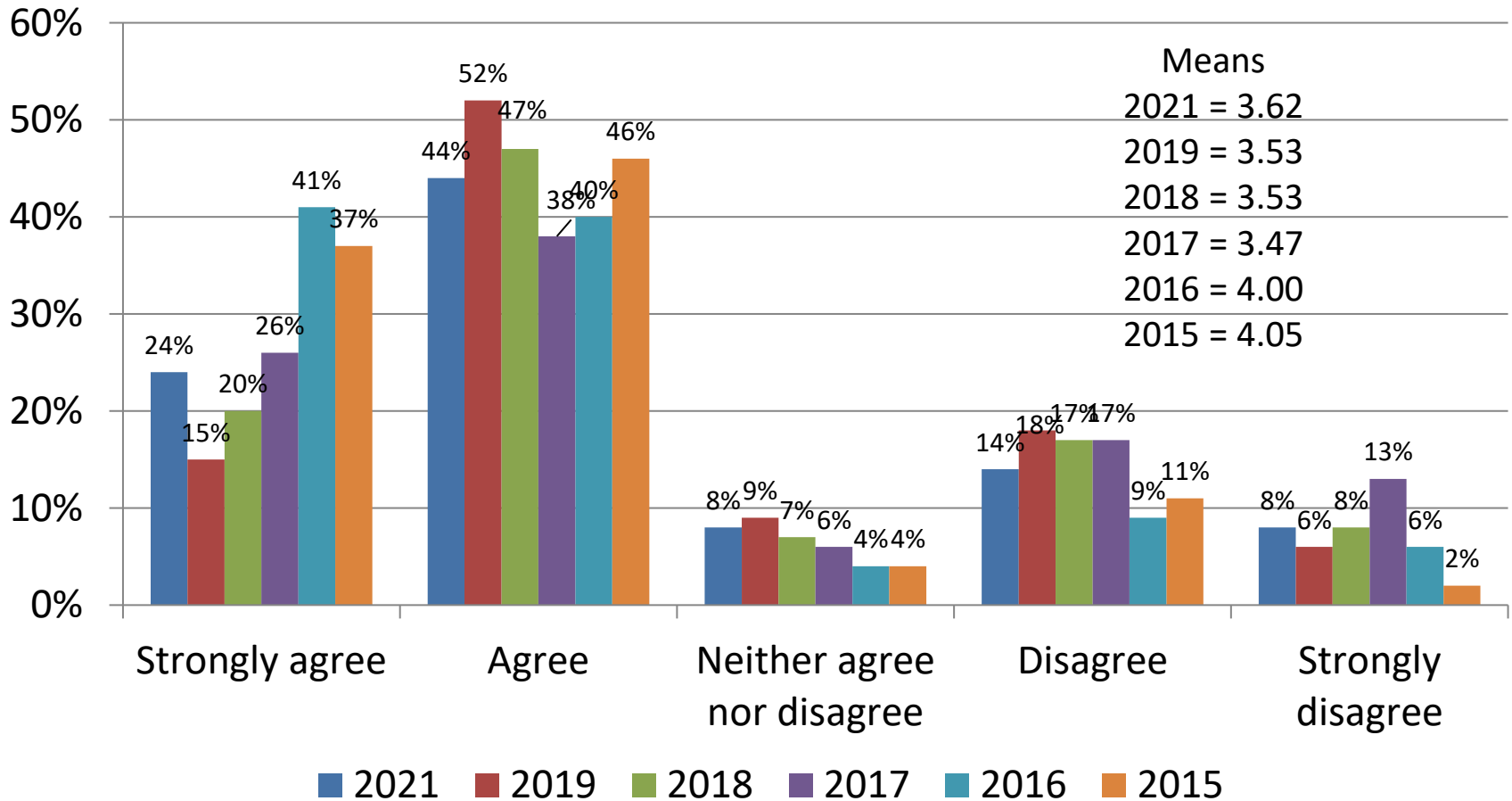


It was Easy to Make Arrangements for Transportation on Phone



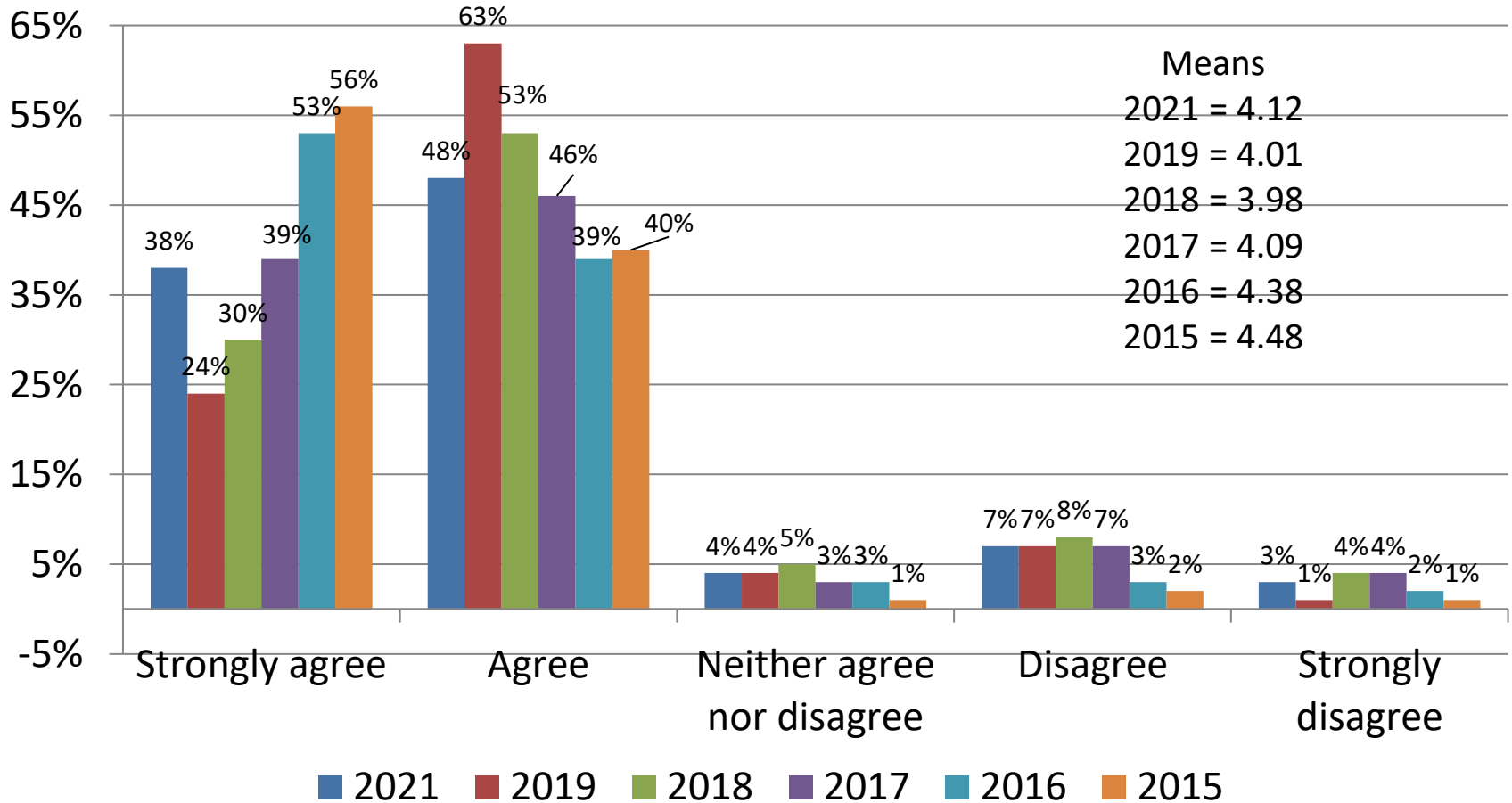


Driver was on Time



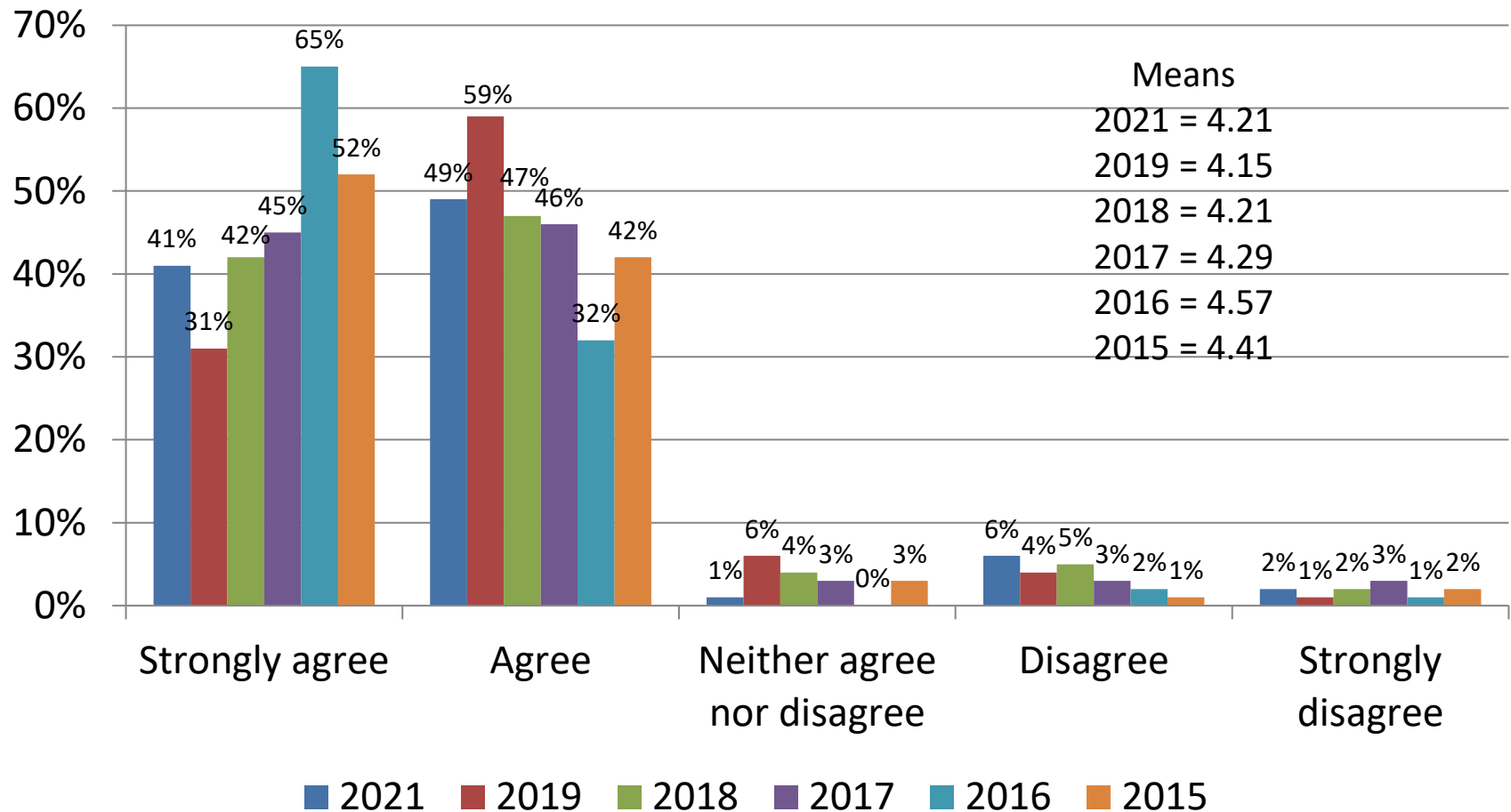


Driver Arrived at Correct Address/Pick up Spot



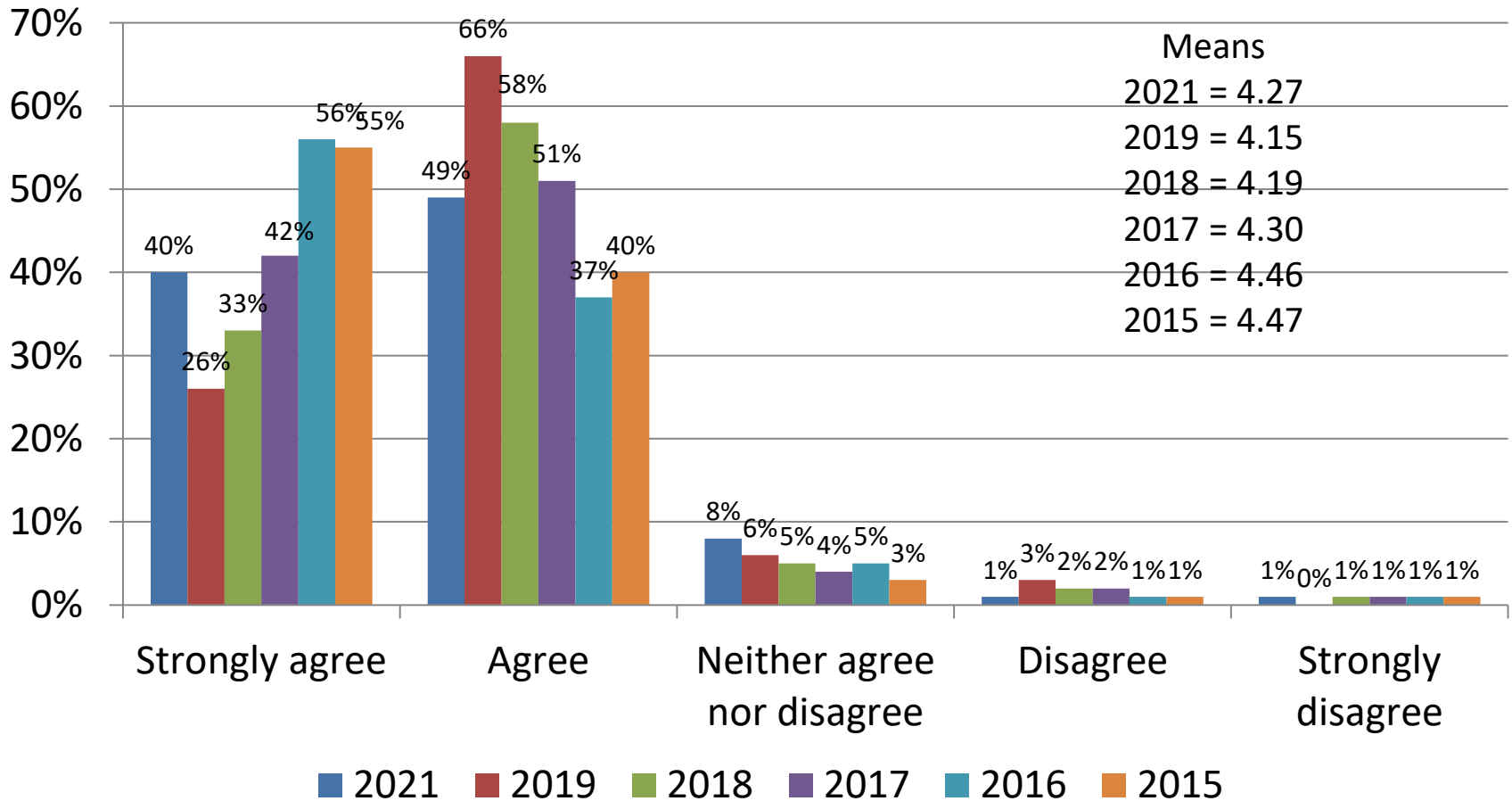


Driver was Courteous and Helpful



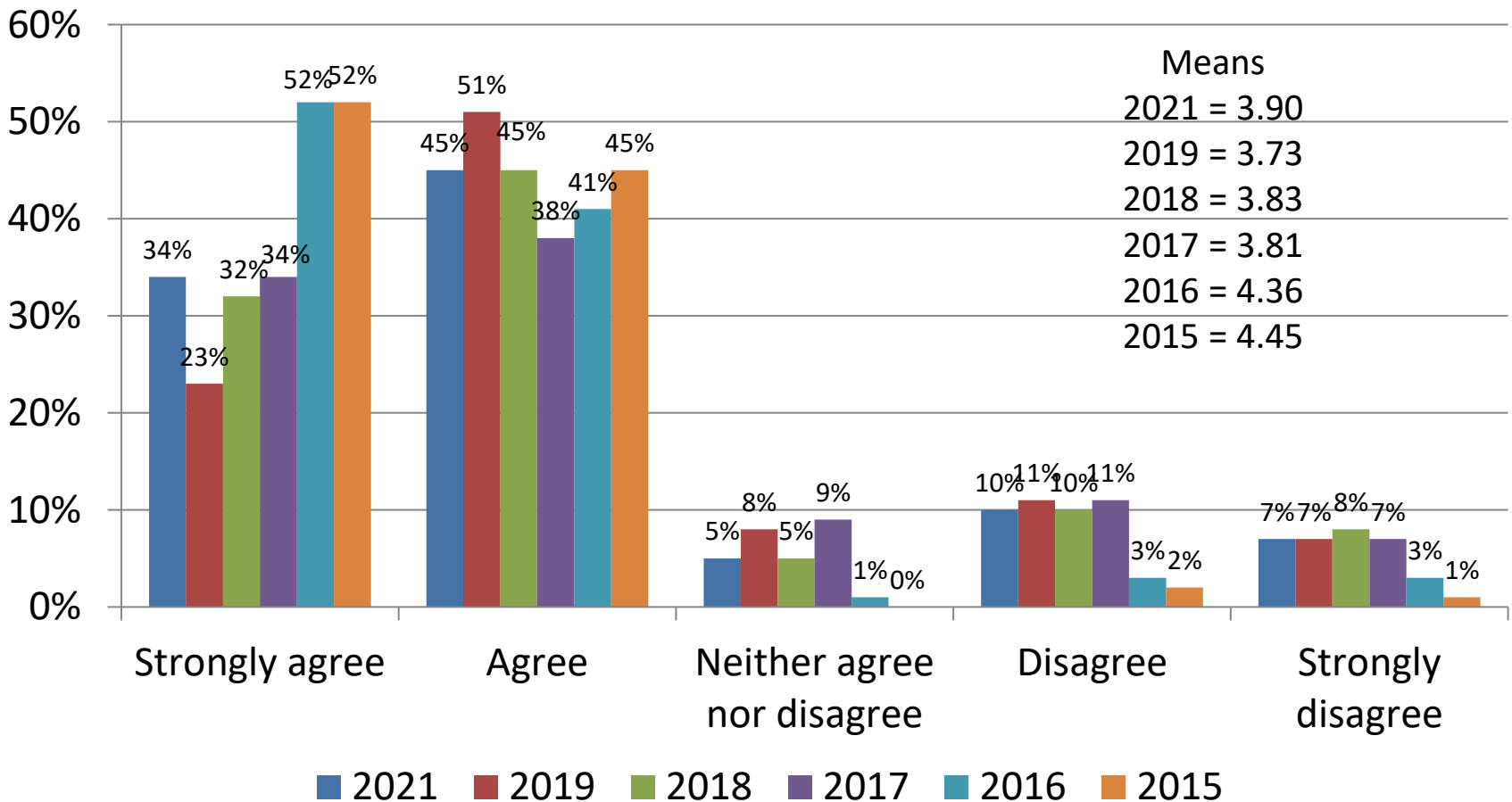


Driver was Dressed Appropriately/Clean



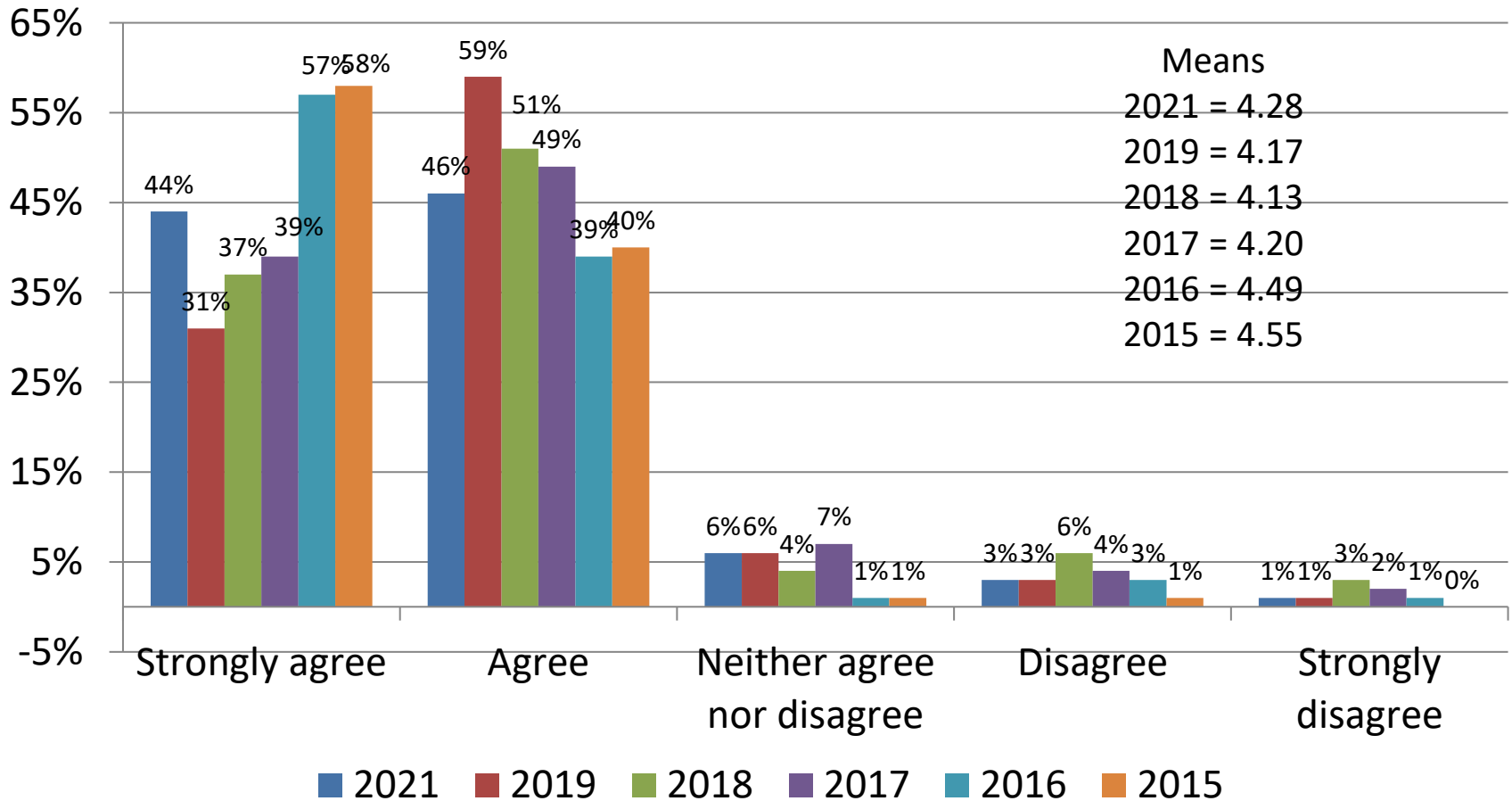


Overall High Level of Satisfaction with Pickup Experience



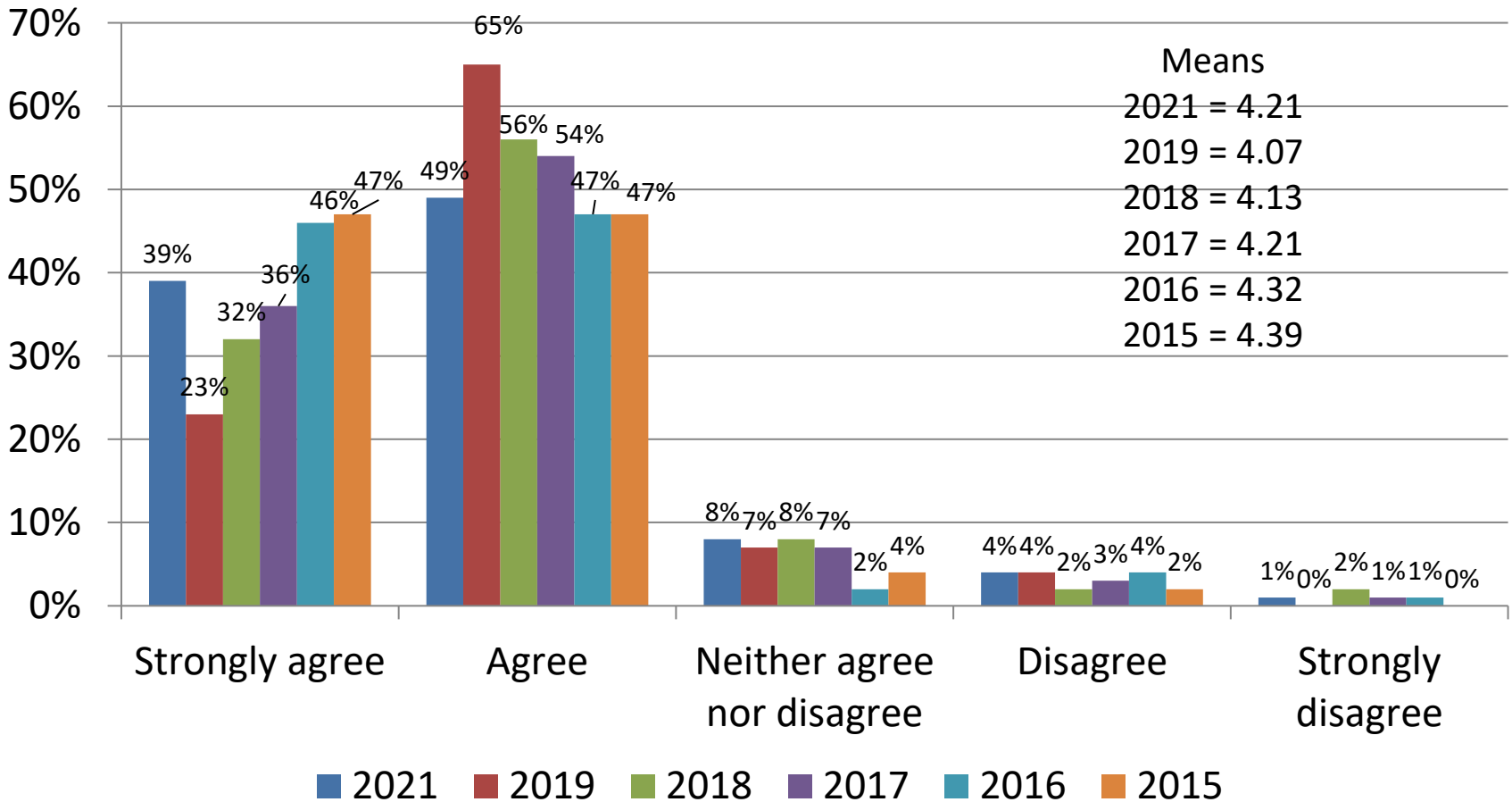


Driver Operated Vehicle Safely/ Followed Traffic Laws



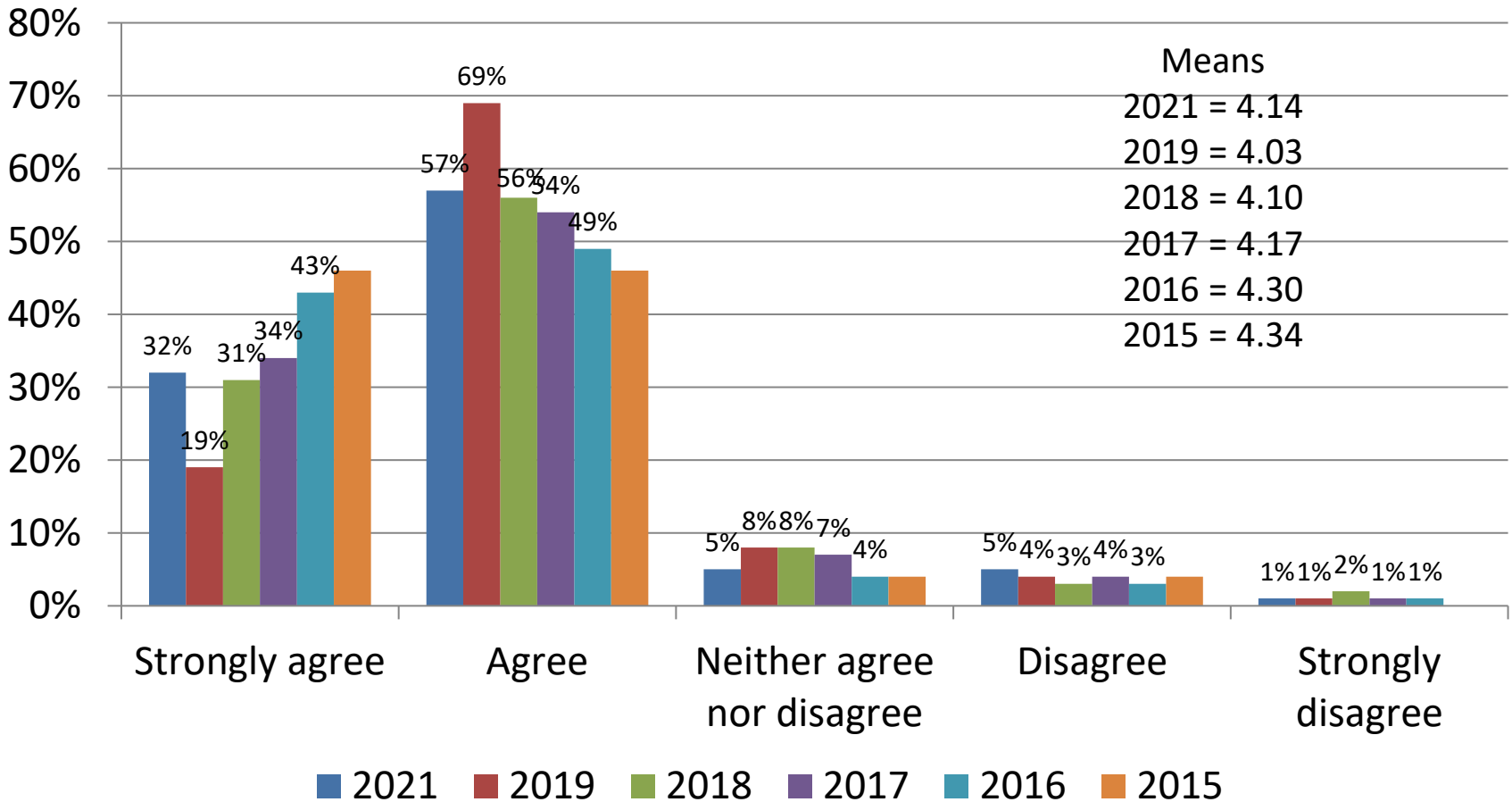


Vehicle/Shuttle was Clean



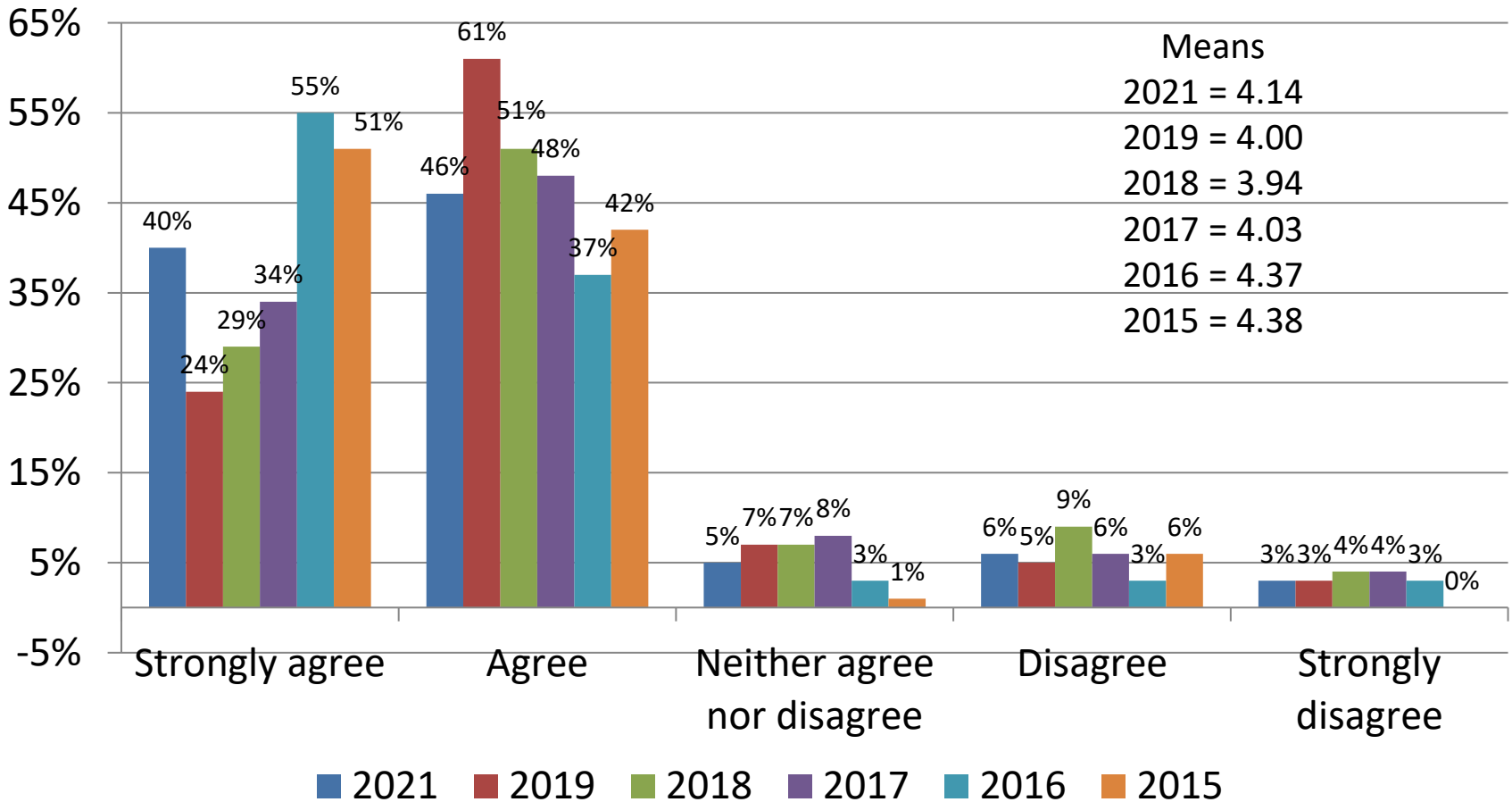


Vehicle/Shuttle was in Working Order



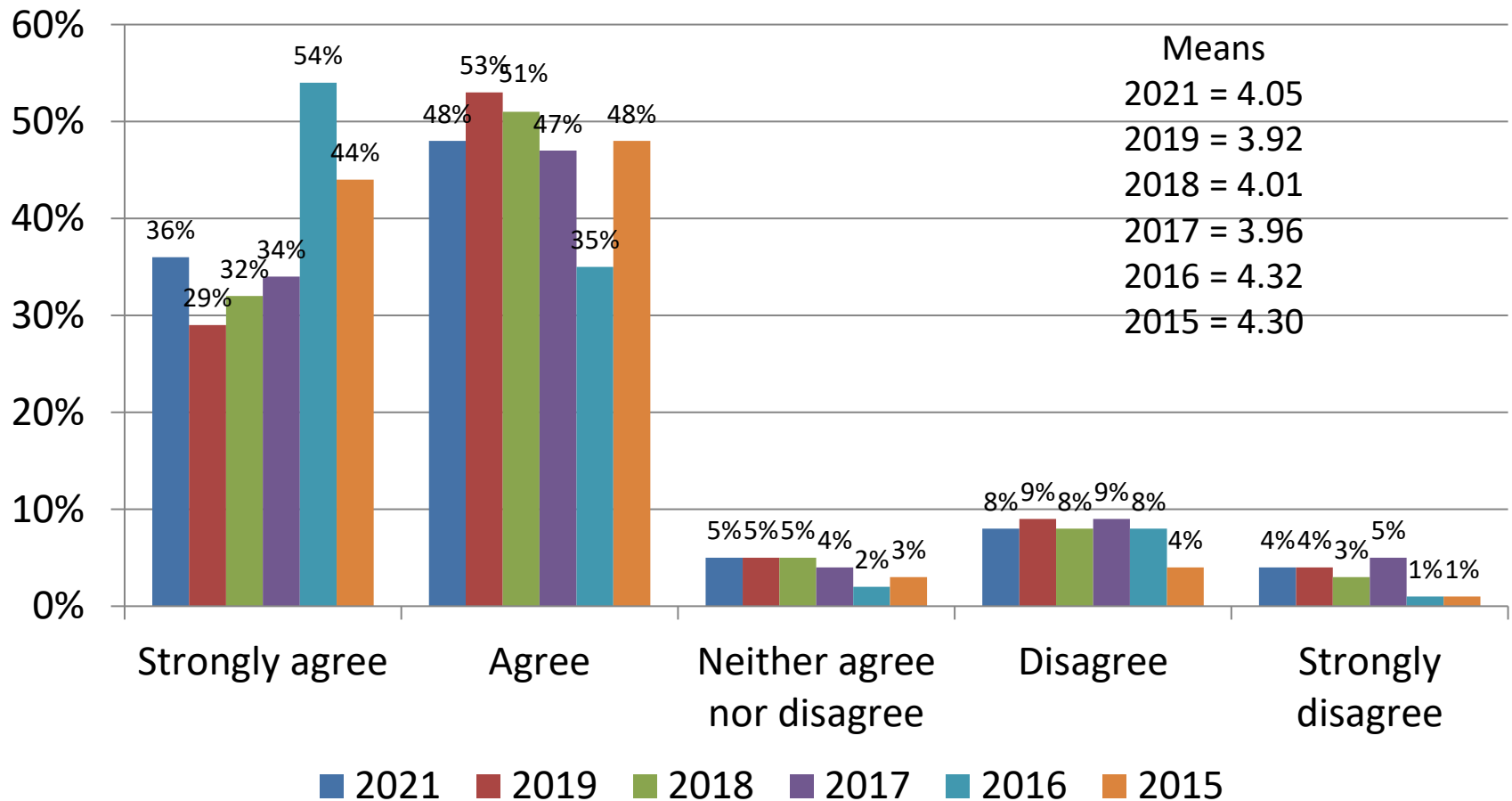


Overall High Level of Satisfaction with Ride Experience



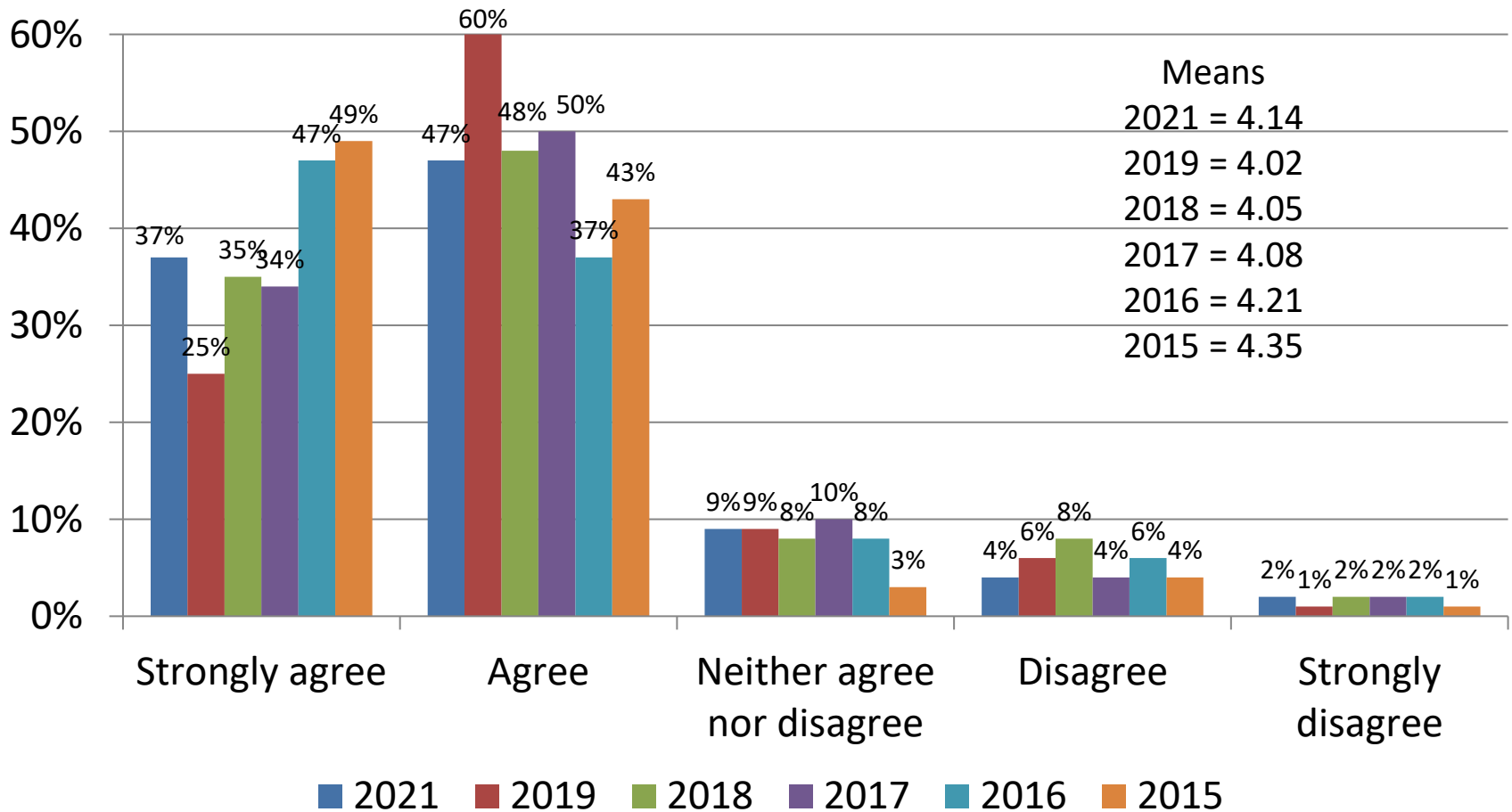


Driver Dropped me off on Time and in Correct Place



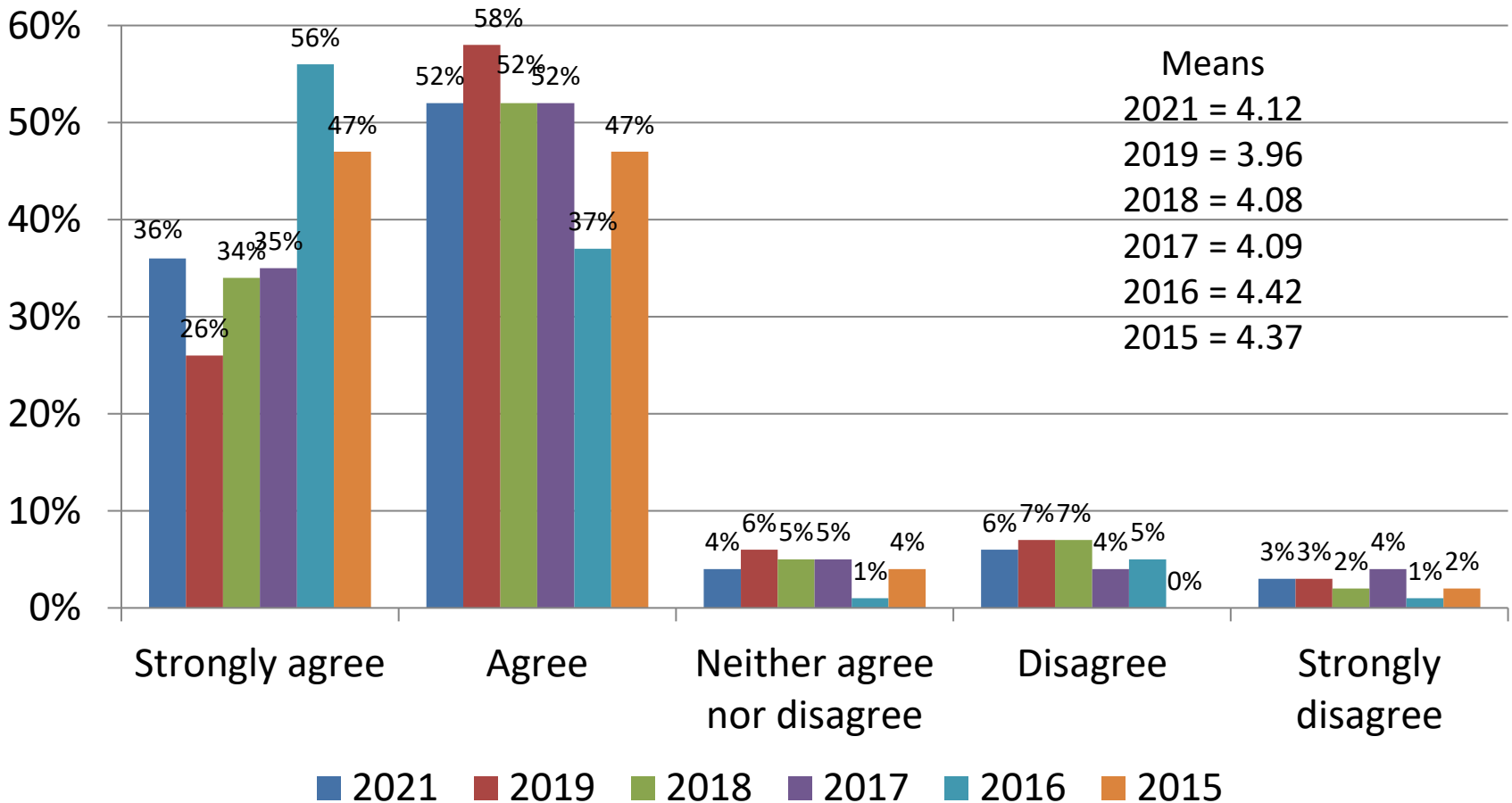


Driver Offered Me Help During Drop Off



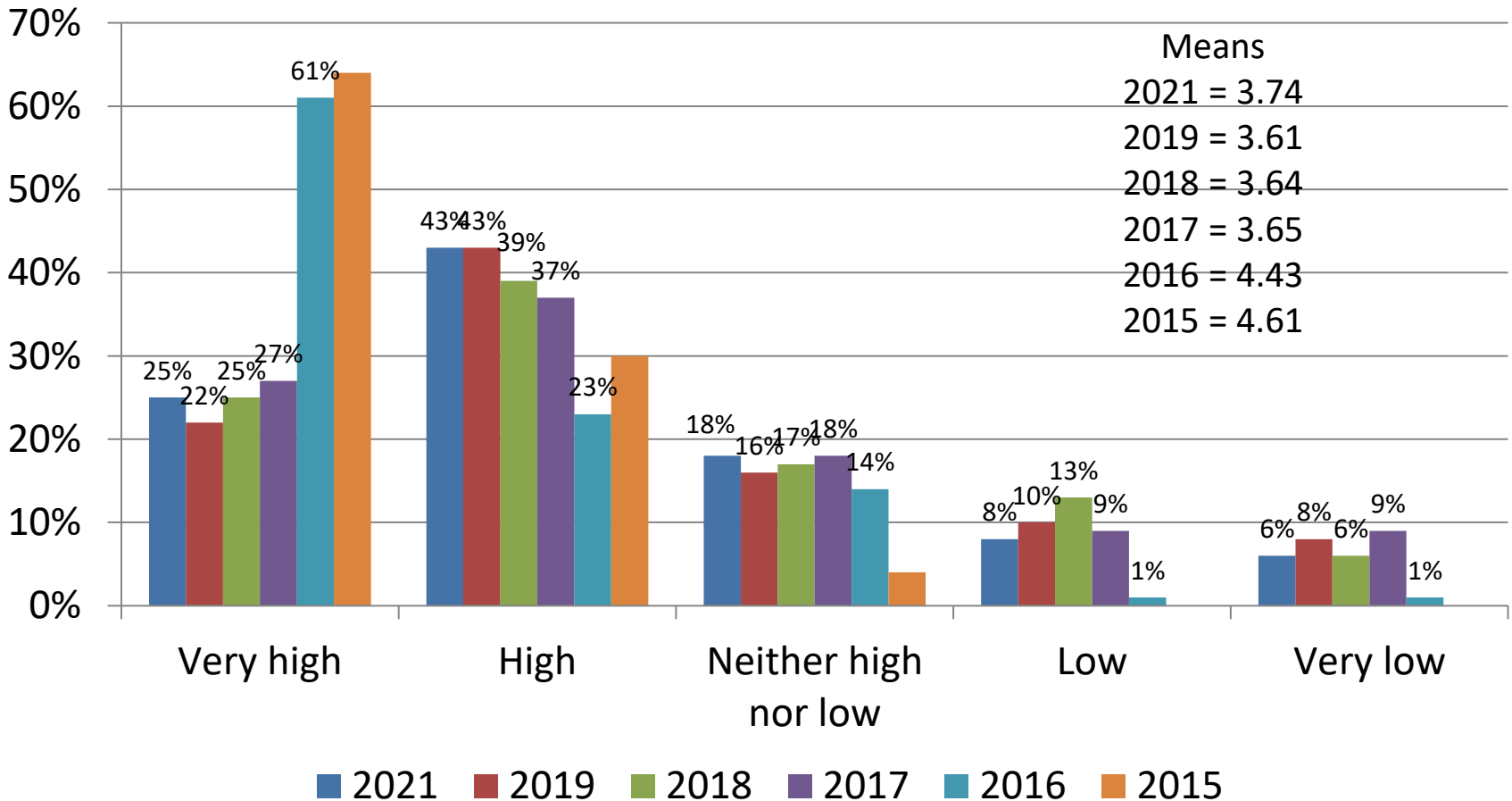


Overall High Level of Satisfaction with Drop Off Experience





Overall Experience



Note: the wording of this question was changed beginning in 2017.



Comparisons of Mean Ratings

	<u>2021</u>	<u>2019</u>	<u>2018</u>	<u>2017</u>	<u>2016</u>	<u>2015</u>	<u>2021 v 2019</u>
Overall experience	3.74	3.61	3.64	3.65	4.43	4.61	0.13
Overall high level of satisfaction with pickup experience	3.90	3.73	3.83	3.81	4.36	4.45	0.17
Overall high level of satisfaction with ride experience	4.14	4.00	3.94	4.03	4.37	4.38	0.14
Overall high level of satisfaction with drop off experience	4.12	3.96	4.08	4.09	4.42	4.37	0.16
Driver operated vehicle safely/followed traffic laws	4.28	4.17	4.13	4.20	4.49	4.55	0.11
Person on phone courteous	4.28	4.07	4.19	4.14	4.40	4.47	0.21
Driver dressed appropriately/clean	4.27	4.15	4.19	4.30	4.46	4.47	0.12
Driver courteous and helpful	4.21	4.15	4.21	4.29	4.57	4.41	0.06
Vehicle/shuttle was clean	4.21	4.07	4.13	4.21	4.32	4.39	0.14
Person on phone able to arrange request for transportation	4.17	3.82	3.88	3.87	4.16	4.50	0.35
Vehicle/shuttle was in working order	4.14	4.03	4.10	4.17	4.30	4.34	0.11
Driver offered me help during drop off	4.14	4.02	4.05	4.08	4.21	4.35	0.12
Driver arrived correct address/pickup spot	4.12	4.01	3.98	4.09	4.38	4.48	0.11
No problems with phone menu	4.11	3.98	4.10	4.08	4.07	4.23	0.13
Person on phone knowledgeable	4.08	3.82	3.80	3.86	4.09	4.31	0.26
Easy to make arrangements for transportation on phone	4.06	3.82	3.75	3.85	4.22	4.45	0.24
Driver dropped me off on time/in correct place	4.05	3.92	4.01	3.96	4.32	4.30	0.13
Able to reach customer service quickly	4.03	3.87	3.86	3.79	4.21	4.40	0.16
Hold times not an issue	3.90	3.63	3.61	3.73	3.92	4.26	0.27
Driver on time	3.62	3.53	3.53	3.47	4.00	4.05	0.09



Summary of Findings

- 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. Most ratings are at least 10 percentage points higher than last time. This is a welcome change from the softening of opinions seen in 2019. Particularly notable are the number of riders who “strongly agree” that the person on the phone was able to arrange the transportation (+20) and that it was easy to make arrangements on the phone (+19).
- Overall mean ratings saw notable increases when it came to the person on the phone bearing able to arrange the transportation (+.35), hold times not being an issue (+.27), the person on the phone being knowledgeable (+.26), and being easy to make arrangements over the phone (+.24).
- The primary reason for not using Dial-a-Ride since April 2021 is the pandemic, cited as one-third of non-current riders as the reason for their lack of use.
- Once again, the lowest rated statements relate to hold times not being an issue and the driver being on time.

AGENDA

ITEM 6



EXECUTIVE DIRECTOR'S REPORT

February 2022

Ridership

Thus far in February, ridership has started trending in an upward direction and is now very similar to where we stood prior to the Omicron variant impact in mid-December. We are currently at about 3,400-3,500 on weekdays when school is in session. By comparison, average weekday ridership in January 2022 was approximately 3,200 per day on days when schools were in session. Our current figures are still just under half of our last month of pre-COVID impacted ridership in February 2020.

Memorial Madden Cruiser

The installation of the “Memorial Madden Cruiser” wrap was completed on Saturday February 12, just in time to participate in the “One More Monday Night in Oakland: A Celebration of John Madden” event on Monday February 14 at the Oakland Coliseum. Our bus was parked next to the original Madden Cruiser at the entrance to the event. As can be seen in the photos below, the vehicle was extremely popular with Raider Nation, even more popular for photos than the original cruiser. The vehicle was also used as a backdrop for live reports by multiple San Francisco TV stations. The bus was also seen on news coverage of the event on almost all local stations, appeared in area newspaper coverage and was part of AP’s coverage of the event, which was picked up nationwide. The bus is now operating in regular service and will be rotated among routes so that residents throughout our service area can see the tribute. The bus will also appear in Dublin’s St. Patrick’s Day parade on Saturday March 12



Atlantis Project

The development of bridging documents and 60% design plans are well underway. Staff plans to submit the 30% design plans and bridging documents for the City's Planning application early next month. The next steps for the project include implementation of hydrogen fueling services and design and working with the City to address Planning comments and revisions for 100% completion of bridging documents anticipated later in 2022. Kimley-Horn will provide more details at the March board meeting.

Update on Paratransit RFP

The joint paratransit RFP with County Connection was released on January 13. Proposals are due on April 6. LAVTA and CCCTA staff is currently working on the series of questions submitted by the proposers. Staff will provide a comprehensive update and seek board approval for a contract award at the May meeting.

ZEB Master Plan

The Center for Transportation and the Environment (CTE) is currently working on the CARB Innovative Clean Transit (ICT) Rollout Plan. LAVTA and CTE staff will provide an overview of the Rollout Plan and seek approval at the March Projects and Services Committee meeting.

SAV Update

With the vehicles anticipated to be used for Phase 2 not being available until 2024, staff is currently working with multiple vendors in planning, designing, and potentially implementing an intermediary phase. Staff will provide a more complete update once some of the key logistics are worked out and the cost is finalized.

Dublin Parking Garage Update

Alameda County General Services Agency serves as the lead agency on this state-funded project sponsored by LAVTA. County staff states the approval of the design-build contract award is expected to go before the Alameda County Board of Supervisors March 15. If approved, it is expected that final design would take about six months with construction completed in late 2023.

AGENDA

ITEM 7



LAVTA COMMITTEE ITEMS - March 2022 - July 2022

Projects & Services Committee

March

Minutes

ZEB ICT Rollout Plan

MOU with Las Positas College (Student Pass Program)

Action

X

Info

X

X

April

Minutes

On-Vehicle Advertising Contract Award

Action

X

Info

x

May

Minutes

Fall Service Changes (effective August)

Action

X

Info

X

June

Minutes

TAAC Appointments

Action

X

Info

X

July

Minutes

*Typically July committee meetings are cancelled

Action

X

Info