

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

**PROJECTS and SERVICES COMMITTEE MEETING / COMMITTEE OF THE WHOLE**

**COMMITTEE MEMBERS**

**EVAN BRANNING – CHAIR**  
**JEAN JOSEY**

**KARLA BROWN – VICE CHAIR**  
**DAVID HAUBERT**

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*Agenda Questions: Please call the Executive Director at (925) 455-7564 or send an email to [frontdesk@lavta.org](mailto: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 27, 2023 – 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 27, 2023 at [frontdesk@lavta.org](mailto:frontdesk@lavta.org). Please include “Public Comment – 2/27/2023” 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](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/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](mailto:frontdesk@lavta.org)

If you are submitting public comment via email, please do so by 1:00 p.m. on Monday, February 27, 2023 to [frontdesk@lavta.org](mailto:frontdesk@lavta.org). Please include “Public Comment – 2/27/2023” 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 November 28, 2022 Meeting of the P&S Committee.**

**Recommendation:** Approval

**5. Dial-A-Ride Customer Satisfaction Survey 2022**

**Recommendation:** None – information only.

**6. Shared Autonomous Vehicle Project Update**

**Recommendation:** Staff recommends the Committee hear the item and provide feedback to staff.

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

**8. Matters Initiated by Committee Members**

**9. Next Meeting Date is Scheduled for: March 27, 2023**

**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.*

<u>/s/ Jennifer Suda</u>	<u>2/23/2023</u>
<u>LAVTA Administrative Services Department</u>	<u>Date</u>

*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](mailto:frontdesk@lavta.org)*

**AGENDA**

**ITEM 4**



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

**1. Call to Order**

Committee Chair Gina Bonanno called the meeting to order at 4:03pm.

**2. Roll Call of Members**

**Members Present**

Jean Josey, City of Dublin  
Gina Bonanno, City of Livermore  
Karla Brown, City of Pleasanton

**Members Absent**

David Haubert, Alameda County

**3. Meeting Open to Public**

No comments.

**4. Minutes of the September 26, 2022 Meeting of the P&S Committee.**

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

**5. Special MTC FY24-28 Short Range Transit Plan**

Staff reported that Metropolitan Transportation Commission (MTC) is working to obtain additional funding and had a special request for LAVTA to create a Short Range Transit Plan (SRTP) using regional predictions. MTC provided LAVTA three different revenue scenarios with revenue numbers and LAVTA explained how our agency would respond in terms of our expenses.

The Projects and Services Committee asked questions and discussed the staff report with staff.

The Projects and Services Committee endorsed and recommended forwarding the Special MTC FY24-28 Short Range Transit Plan (SRTP) to the Board of Directors for approval.

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

**6. Preview of Upcoming P&S Committee Agenda Items**

Interim Executive Director Tamara Edwards introduced Nathan Barreras as the new Manager of Capital Projects.

**7. Matters Initiated by Committee Members**

Vice Chair Karla Brown requested LAVTA ID badges for riding our buses. Staff will send out ID badges to all Board Members for 2023.

**8. Next Meeting Date is Scheduled for: December 26, 2022**

**9. Adjourn**

Meeting adjourned at 4:26pm.

**AGENDA**

**ITEM 5**





STAFF REPORT

SUBJECT: Dial-A-Ride Customer Satisfaction Survey 2022

FROM: Kadri Külm, Paratransit Planner

DATE: February 27, 2023

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**Action Requested**

None – information only.

**Background**

LAVTA performs annual Dial-A-Ride surveys to assess customer satisfaction in order to continually improve service.

**Methodology**

The latest survey was conducted in December 2022 and the methodology for the customer satisfaction survey incorporated telephone, online, and paper surveys. In an effort to ensure there is a diverse group of respondents, a combination of active and non-active riders was polled.

The survey was administered by a third-party vendor, and a total of 187 Dial-A-Ride surveys were completed, which included 105 phone surveys, 49 online surveys, and 33 paper 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**

The average scores of this most recent survey conducted in December 2022 are relatively similar to the previous survey from December 2021.

Overall mean ratings saw notable increases in satisfaction when it came to driver being on time (+.33) and overall experience (+.28). The mean ratings saw notable decreases in no problem navigating the phone menu (-.34), driver dressed appropriately and clean (-.30), when asked for assistance while exiting the vehicle the driver was able to accommodate (-.29), and overall high level of satisfaction with ride experience (-.29).

One question was modified this year based on board members' feedback a year prior. In previous years the statement riders rated was 'hold times were not an issue' while this time

around the surveyors asked ‘was your hold time over 60 seconds?’ This was to reflect LAVTA’s performance standard for phone pick-up, which is within 60 seconds 95% of the time. The rating for this question was 3.18, but this score shouldn’t be compared to previous years’ ratings since it is a different question.

It is noteworthy that in this latest survey a larger portion of responses to most questions stated ‘neither agree nor disagree’ than in previous years. This may be due to survey modes used as in 2022 a larger portion of surveys was conducted online and on paper while in previous years a vast majority of surveys were conducted over the phone.

**Next Steps**

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

# Wheels Dial-A-Ride Annual Rider Satisfaction Survey of FY'23

February 27, 2023

Projects and Services Committee



Livermore Amador Valley  
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wheelsbus.com

# Methodology

- Performed by a third party vendor
- Survey conducted in December 2022 and January 2023
- 187 completed surveys total
- Included the following survey modes:
  - Telephone (105 completed surveys)
  - Online (49 completed surveys)
  - Paper (33 completed surveys)
- Spanish language surveys included

# Questions/Statements Focusing On

- Reservation process
- Pick-up experience
- Ride experience
- Drop off experience
- Overall experience



wheelsbus.com

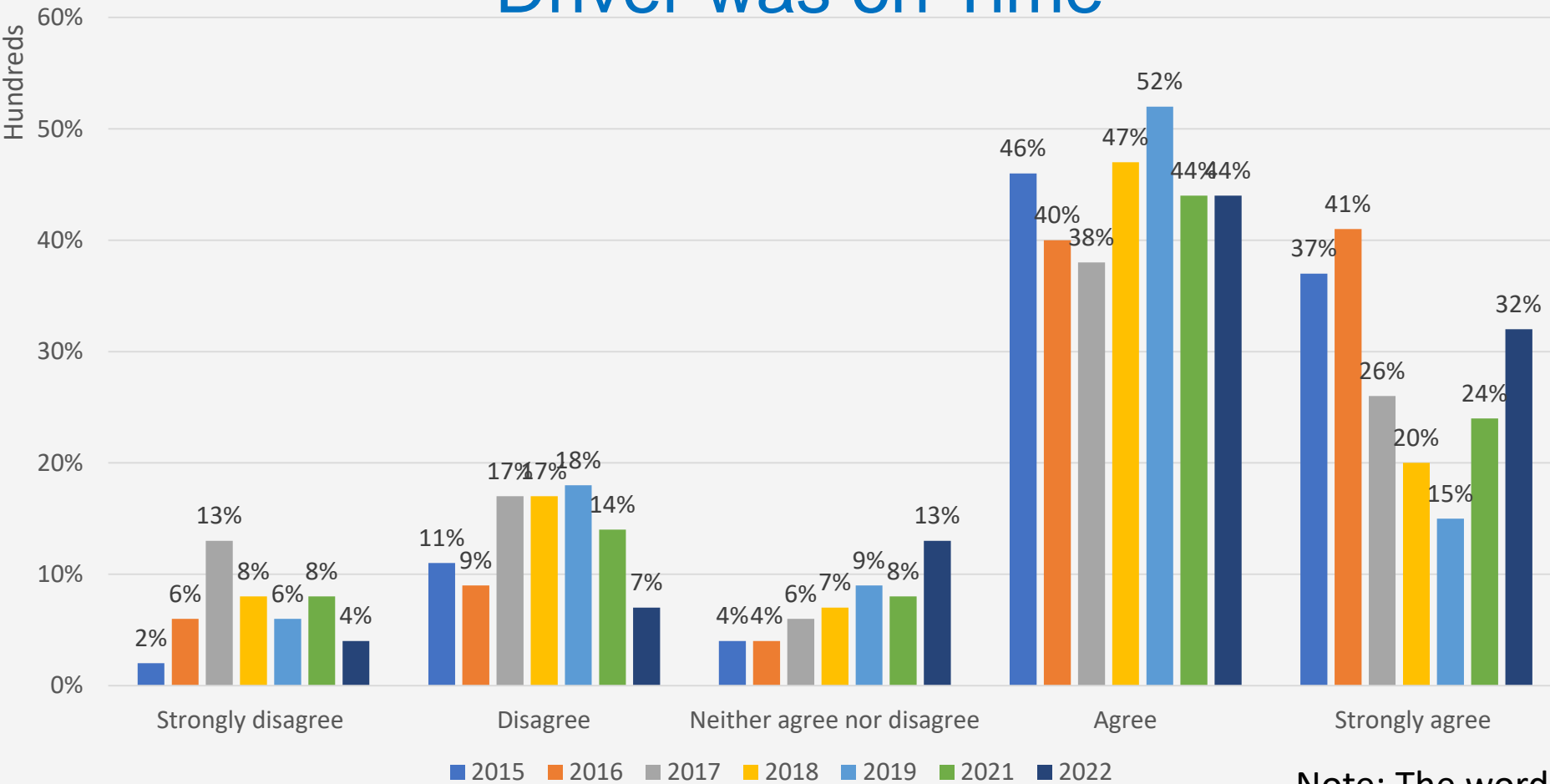
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# Comparison of Mean Ratings

Question	2015	2016	2017	2018	2019	2021	2022	2021 v 2022
Overall experience	4.61	4.43	3.65	3.64	3.61	3.74	4.02	0.28
Overall high level of satisfaction with pickup experience	4.45	4.36	3.81	3.83	3.73	3.9	3.85	-0.05
Overall high level of satisfaction with ride experience	4.38	4.37	4.03	3.94	4.00	4.14	3.85	-0.29
Overall high level of satisfaction with drop off experience	4.37	4.42	4.09	4.08	3.96	4.12	3.84	-0.28
Driver operated vehicle safely/followed traffic laws	4.55	4.49	4.2	4.13	4.17	4.28	4.03	-0.25
Person on phone courteous	4.47	4.40	4.14	4.19	4.07	4.28	4.18	-0.10
Driver dressed appropriately/clean	4.47	4.46	4.30	4.19	4.15	4.27	3.97	-0.30
Driver courteous and helpful	4.41	4.57	4.29	4.21	4.15	4.21	4.19	-0.02
Vehicle/shuttle was clean	4.39	4.32	4.21	4.13	4.07	4.21	4.25	0.04
Person on phone able to arrange request for transportation	4.50	4.16	3.87	3.88	3.82	4.17	4.09	-0.08
Vehicle/shuttle was in working order	4.34	4.30	4.17	4.10	4.03	4.14	3.95	-0.19
When asked for assistance while exiting the vehicle the driver was able to accommodate	4.35	4.21	4.08	4.05	4.02	4.14	3.85	-0.29
Driver arrived correct address/pickup spot	4.48	4.38	4.09	3.98	4.01	4.12	4.19	0.07
No problem navigating the phone menu	4.23	4.07	4.08	4.10	3.98	4.11	3.77	-0.34
Person on phone knowledgeable	4.31	4.09	3.86	3.80	3.82	4.08	4.21	0.13
Easy to make arrangements for transportation on phone	4.45	4.22	3.85	3.75	3.82	4.06	3.90	-0.16
Driver dropped me off on time/in correct place	4.30	4.32	3.96	4.01	3.92	4.05	4.00	-0.05
Able to reach customer service quickly	4.40	4.21	3.79	3.86	3.87	4.03	3.97	-0.06
Was your hold time over 60 seconds? (in previous years: Hold times were not an issue)	4.26	3.92	3.73	3.61	3.63	3.90	3.18	-0.72
Driver on time	4.05	4.00	3.47	3.53	3.53	3.62	3.95	0.33

# Driver was on Time



Means
2022 = 3.95
2021 = 3.62
2019 = 3.53
2018 = 3.53
2017 = 3.47
2016 = 4.00
2015 = 4.05

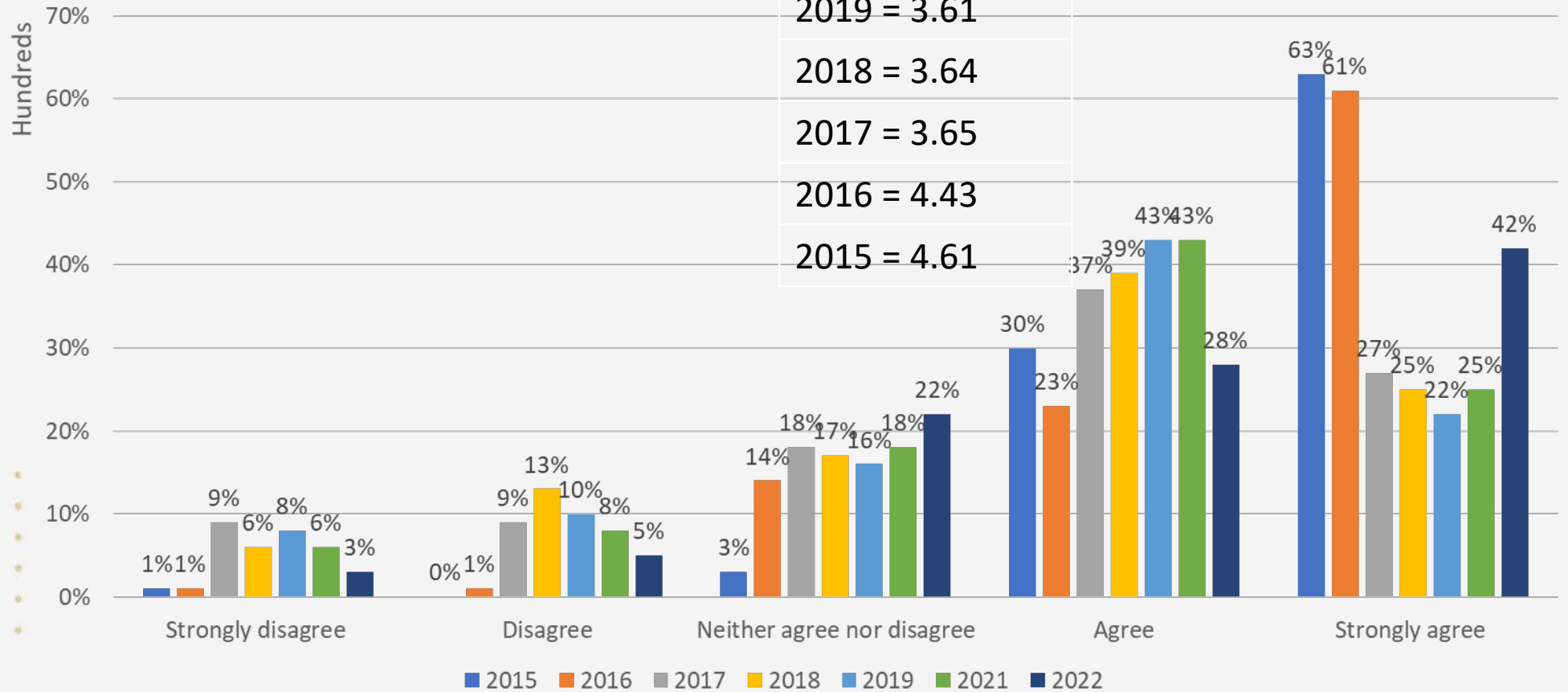
Note: The wording of this question was changed beginning 2017

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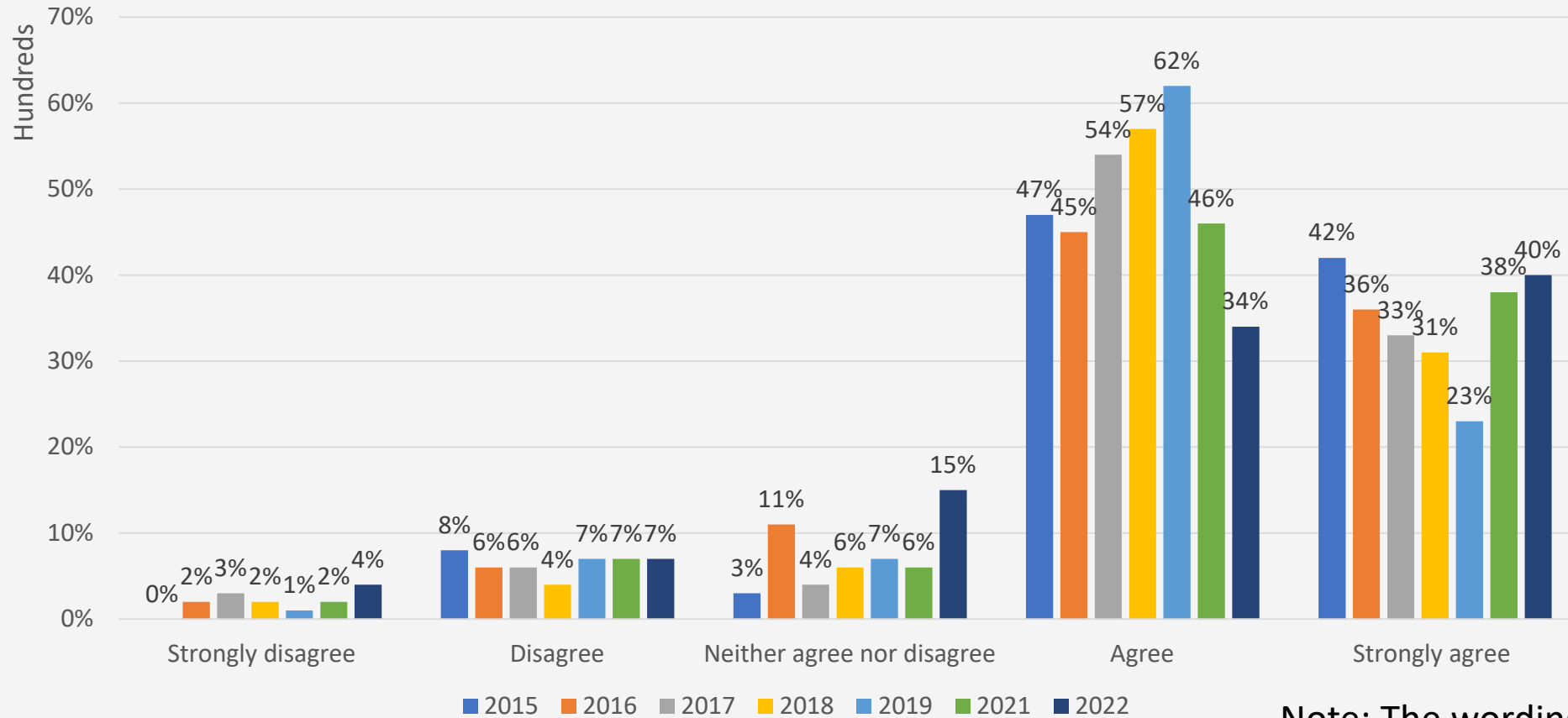
# Overall Experience

Means
2022 = 4.02
2021 = 3.74
2019 = 3.61
2018 = 3.64
2017 = 3.65
2016 = 4.43
2015 = 4.61





# No Problem Navigating the Phone Menu



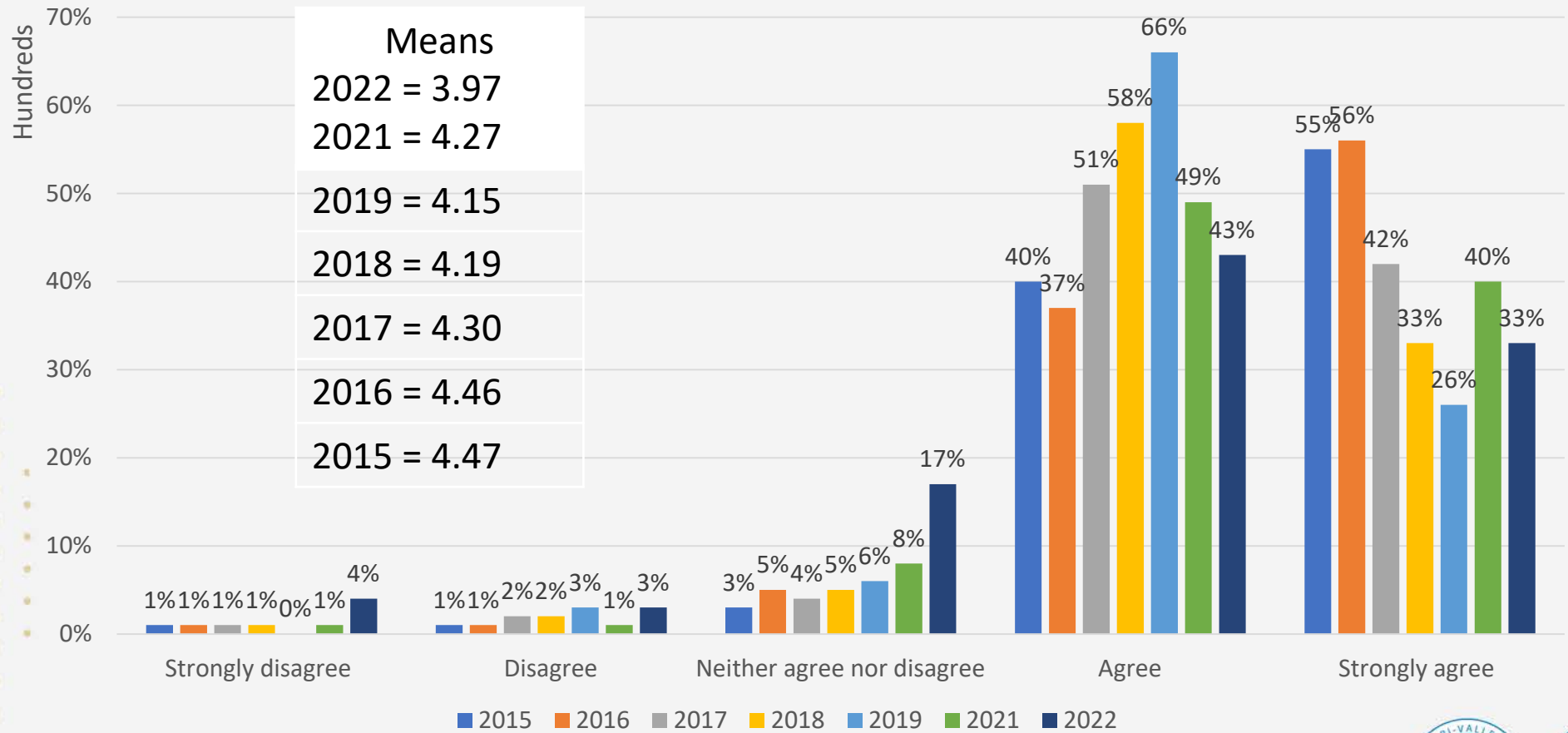
Means
2022 = 3.77
2021 = 4.11
2019 = 3.98
2018 = 4.10
2017 = 4.08
2016 = 4.07
2015 = 4.23

Note: The wording of this question was changed beginning 2017

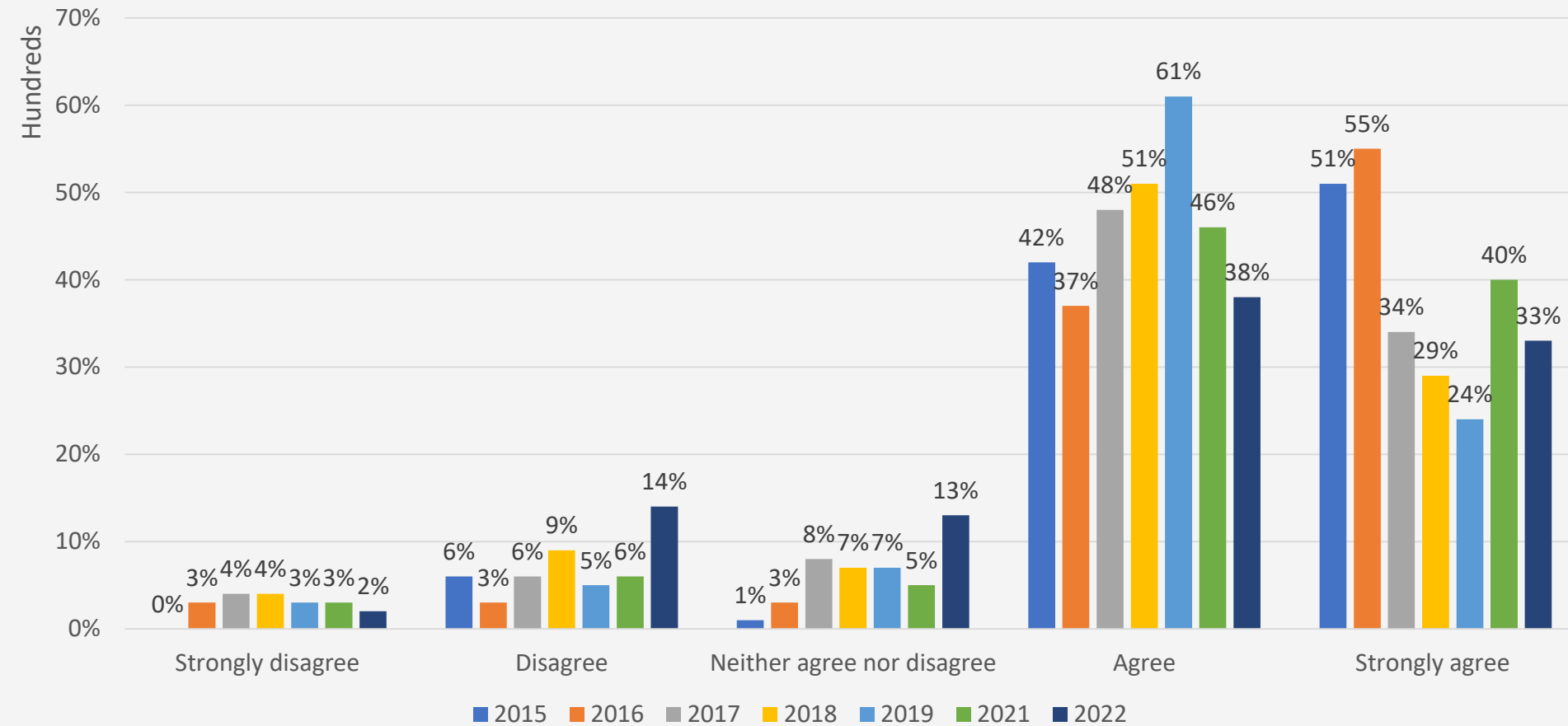
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# Driver was Dressed Appropriately/Clean

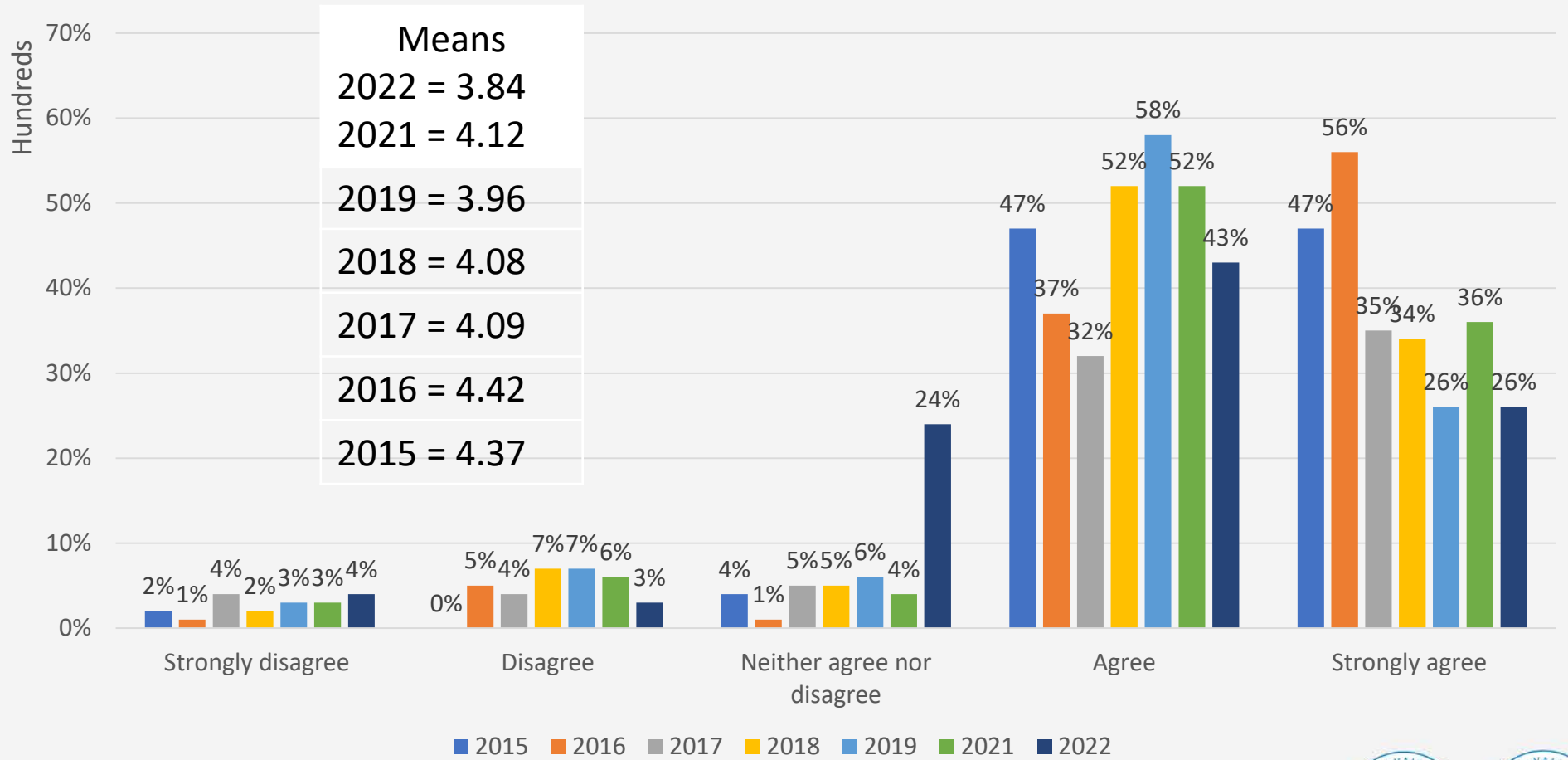


# Overall High Level of Satisfaction with Ride Experience



Means
2022 = 3.85
2021 = 4.14
2019 = 4.00
2018 = 3.94
2017 = 4.03
2016 = 4.37
2015 = 4.38

# Overall High Level of Satisfaction with Drop off Experience





# Questions?

[wheelsbus.com](http://wheelsbus.com)

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**AGENDA**

**ITEM 6**



STAFF REPORT

SUBJECT: Shared Autonomous Vehicle Project Update

FROM: Christy Wegener, Executive Director  
Nathan Barreras, Manager of Capital Projects

DATE: February 27, 2023

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**Action Requested**

Staff will present an update of the Shared Autonomous Vehicle (SAV) project and receive Committee direction. No action is requested at this time.

**Background**

In 2017, LAVTA initiated the SAV project with the goal of testing a new technology for first/last mile connections from Dublin to the East Pleasanton/Dublin BART Station in order to grow ridership, reduce BART parking demand, and improve safety.

Phase 1

After several years of administrative, planning, engineering and coordination work from a team of project partners, Phase 1 of testing/demonstration and deployment began in June 2020 in the vicinity of the East Dublin/Pleasanton BART Station. During the Phase 1 testing of various aspects of SAV operations and safety, evaluations were conducted and SAV operated autonomously on a very short route for over 400 miles accident-free over several months. With respect to COVID-19 precautions, limited reservations opened in November 2020 for the public to book transportation on the SAV route, allowing up to three passengers per trip. In total, approximately 150-200 trips were taken on the SAV in Phase 1.

Phase 2

As Phase 1 was underway, staff developed a concept for Phase 2 of SAV testing that would build on the lessons learned from Phase 1 and expand testing with a vehicle that could travel higher speeds in mixed traffic. Phase 2 focus expanded the testing/demonstration and service deployment area to include business centers and residential communities near the East Dublin/Pleasanton BART Station, including traveling along and/or crossing Dublin Boulevard in Dublin. Phase 2 envisioned SAV passenger service on weekdays, to and from a central business park (Zeiss) and the East Dublin/Pleasanton BART Station.

To support the Phase 2 work, LAVTA, in partnership with the City of Dublin and Alameda County Transportation Commission (Alameda CTC) received several grants. The Metropolitan Transportation Commission (MTC) awarded an IDEA grant to the City of Dublin in 2021 to complete the systems engineering and the concept of operations for the Phase 2 SAV route. In 2021, an additional \$2.7M was allocated to Phase 2 through MTC via a Regional Measure 2

(RM2) grant with Alameda CTC as the project sponsor. The RM2 monies were scoped for the design of a multi-modal mobility hub at the eastern terminus of the Phase 2 route, to procure three SAV vehicles for passenger service, and to procure/install SAV communications equipment at traffic signals on the route. The RM2 project description also includes a vision of the overall SAV project, including construction of the mobility hub and a commitment to SAV passenger service as the final milestone of the project (Attachment 1). The mobility hub design work (\$150k) is underway and is expected to be complete by the end of 2023; however, the remaining grant funds (\$2.5M) won't be approved until LAVTA has identified an operational funding plan. It is estimated that the cost to maintain and operate the SAV service will be up to \$1.2 million on a yearly basis depending on the approach of turnkey or ownership of the SAV vehicles, as well as the level of service.

### **Discussion**

In order to proceed with the full SAV Phase 2 plan, up to \$1.2 million in operating costs per year needs to be identified. LAVTA is working with the City of Dublin staff, who has indicated that the City has implemented Transportation Demand Management (TDM) requirements on several large businesses to reduce vehicle trips as part of their business development entitlements. With the support of the City of Dublin, LAVTA may pursue feasibility of accessing some of this private funding for SAV operations.

Other funding sources may include Transportation for Clean Air (TFCA) monies and Alameda CTC's Measure BB funds from Technology, Innovation and Development Program. Staff will pursue all available funding options, but if new operating funds cannot be identified by the end of 2023, staff may recommend reallocating the remaining RM2 monies to another eligible project in the 580 corridor.

If funding is secured for operations, LAVTA may procure a turnkey solution via RFP to allow risk and liability to shift over to a 3<sup>rd</sup> party vendor. Costs for a turnkey solution can be estimated at approximately \$300,000 yearly for a base level of service, up to \$1.2M for the full SAV service vision. The cost of procuring SAVs will depend on the specifications and vehicle requirements. Leasing vehicles may also be an option.

Staff intends to return to the Board with an update in summer 2023.

### **Fiscal Impact**

There is no fiscal impact associated with this informational update

### **Recommendation**

Staff recommends the Committee hear the item and provide feedback to staff.

Attachments:

1. RM2 SAV Project Description



## Metropolitan Transportation Commission Programming and Allocations Committee

October 13, 2021

Agenda Item 2d - 21-1146

### MTC Resolution No. 3664, Revised

**Subject:** Regional Measure 2 (RM2) Project 32: Allocation of \$150,000 in RM2 funds to the Livermore Amador Valley Transit Authority (LAVTA) for the Shared Autonomous Vehicle Project.

**Background:**

**RM2 Project 32 History**

The \$65 million I-580 Tri-Valley Rapid Corridor Improvements project, identified as capital project number 32 under RM2, currently consists of four subprojects for which MTC has already allocated funds:

1. Project 32.1, **Eastbound I-580 Improvements** (eastbound HOV lane, allocated \$36 million in RM2 funds),
2. Project 32.2, **I-580/I-680 Interchange Modifications and Westbound I-580 Improvements** (HOV connectors between I-580 and I-680, and an I-580 westbound HOV lane, allocated \$17 million in RM2 funds); and
3. Project 32.3, the **Dublin Transit Center Parking Garage project**, (allocated \$7 million in RM2 funds).
4. Project 32.4, the **LAVTA Rapid Bus Stop Improvement Project** (programmed \$2.3 million in RM2 funds for improvements at rapid bus stops serving BART)

Approximately \$2.7 million in RM2 funds remains unprogrammed in Project 32. The Alameda County Transportation Commission (Alameda CTC) is the project sponsor.

**LAVTA SAV Project Proposal**

This item proposes to add a fifth subproject, 32.5, for the LAVTA Shared Autonomous Vehicle (SAV) Project, and allocate \$150,000 in RM2 funds to LAVTA for the design phase of the project. A second RM2 allocation of the remaining \$2.5 million for the construction phase would likely be recommended for Commission consideration next year.

LAVTA proposes to implement a fixed-route SAV service between Dublin/Pleasanton BART Station and the Zeiss Innovation center and Ross Headquarters business park, one mile from the BART station. Employment at the recently expanded business park is expected to be approximately 3,000. LAVTA has successfully road-tested a version of the SAV service in the area. Phase 2 of the project, proposed to be funded by RM2, includes procurement of three new SAVs, local infrastructure upgrades to support the SAVs, and new passenger facilities near the Ross Headquarters business park to serve as the route endpoint. The total cost for these improvements is \$3.3 million.

As sponsor for RM2 Project 32, Alameda CTC approved the allocation request and designated LAVTA as the implementing agency for the remaining \$2.7 million in RM2 funds for the Shared Autonomous Vehicle project at its Commission meeting on September 23<sup>rd</sup>, 2021.

**Issues:**

The total cost of the Phase 2 SAV project is higher than the RM2 funds available for the project. LAVTA is seeking additional capital funding sources, but in case additional funds are not secured, the project could be scaled down, by acquiring two vehicles instead of three, to be delivered with only RM2 funds.

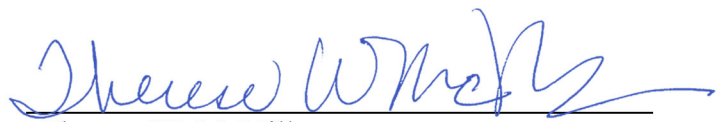
LAVTA has not yet secured funds to operate the SAV service. They have identified potential funding partners in the private businesses that would be served by the new route and are considering other State and Federal operations funding. Ensuring that capital investments for expansion of service are adequately funded for operations is an ongoing area of concern. Staff will continue to monitor LAVTA's progress on this and may take operations funding into consideration when evaluating future requests for construction funding for this project.

**Recommendation:**

Refer MTC Resolution No. 3664, Revised to the Commission for approval.

**Attachments:**

MTC Resolution No. 3664, Revised.



Therese W. McMillan

**AGENDA**

**ITEM 7**



# LAVTA COMMITTEE ITEMS - March 2023 - July 2023

## Projects & Services Committee

<b>March</b> Minutes	Action X	Info
<b>April</b> Minutes	Action X	Info
<b>May</b> Minutes Fall Service Changes (effective August)	Action X X	Info
<b>June</b> Minutes Fixed Route Customer Satisfaction TAAC Appointments Marketing Work Plan	Action X X X X	Info
<b>July</b> Minutes	Action X	Info