

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

BOARD OF DIRECTORS MEETING

DATE: September 8, 2014
PLACE: Diana Lauterbach Room LAVTA Offices
1362 Rutan Court, Suite 100, Livermore CA
TIME: 4:00 pm

MINUTES

1. Call to Order and Pledge of Allegiance

Meeting was called to order by Board Chair Scott Haggerty at 4:03 pm.

2. Roll Call of Members

Members present

Tim Sbranti – Mayor, City of Dublin
Scott Haggerty – Supervisor, County of Alameda
Karla Brown – Councilmember, City of Pleasanton
Bob Woerner – Vice Mayor, City of Livermore
Don Biddle – Vice Mayor, City of Dublin
Jerry Thorne – Mayor, City of Pleasanton

Members absent

Laureen Turner – Councilmember, City of Livermore

3. Meeting Open to Public

Cheri Thornley and Brad Staten from Lamar Transit Advertising presented to the Board a check for \$84,849.10, an overage payment for advertising this past contract year. Lamar Transit Advertising manages and sells ad space on LAVTA buses.

4. Wheels July Accessible Advisory Committee Minutes Report

Carmen Rivera-Hendrickson, Chair of the Wheels Accessible Advisory Committee (WAAC), reported on the July WAAC meeting minutes. Among the topics discussed were how the meeting minutes are written, establishing a monthly meeting calendar for 6 months, the order on which the WAAC reports on operational issues, i.e.; fixed route first, followed by Paratransit issues. Ms. Rivera-Hendrickson stated that it has come to her attention that certain consumers were being shown special treatment by ALC, the previous Paratransit contractor, for not entering complaints into the system. Ms. Rivera-Hendrickson advised the Board that WAAC member Claire Iglesias had passed away. Claire was a member of the Wheels Accessible Advisory Committee for a little more than 2 years. She was an avid rider of the Wheels bus service. She will be sorely missed.

5. Consent Agenda

Recommend approval of all items on Consent Agenda as follows :

- A. Minutes of the July 7, 2014 Board of Directors meeting.**
- B. Treasurer's Report for the month of June 2014 and July 2014**
- C. Resolutions Authorizing the Executive Director or his or her designee to Sign Sections 5304, 5310, 5316 and Section 5317 Agreements**
The Board of Directors adopted the Resolutions, 22-2014 and 24-2014.

Approved: Sbranti/Thorne

Aye votes: Biddle, Haggerty, Woerner, Thorne, Sbranti, Brown

No votes: None

Absent: Turner

6. Comprehensive Operational Analysis Scope

Christy Wegener, Director of Planning and Communications, provided a brief summary of the Draft Comprehensive Operational Analysis (COA) Scope for review and approval. Director Woerner asked that the scope be modified to include a clear recommendation of the design strategy as part of the deliverables and to make it explicit that the various cities inputs be included. The Request For Proposals (RFP) will be issued in October 2014. The Board approved the COA Scope with modifications included.

Approved: Biddle/Woerner (with modifications)

Aye votes: Biddle, Haggerty, Woerner, Thorne, Sbranti, Brown

No votes: None

Absent: Turner

7. Fixed Route Passenger Satisfaction Survey 2014

Staff highlighted the findings of the FY14 Fixed Route Survey. Surveys this year were taken on the mainline routes 10, 12, 15, and the Rapid. Overall there is a high level of customer satisfaction with the Wheels service. The average overall scoring, combining all categories, went from 4.4 last year to 4.2 this year, based on a 1-5 scale with 5 being the highest score. The categories accounting for the biggest drop in scoring were for customer service and safety. Staff has taken proactive steps to address the specific complaints noted in the survey results. Staff made note of a comment made at the Projects and Services Committee to conduct the survey when school is in session to capture input from these riders in the future. Director Sbranti would like to see more in-depth questions on the survey with follow up questions on the survey concerning safety to help identify where these issues lie. This item was for information only.

8. Dial-A-Ride Passenger Survey 2014

Staff highlighted findings from the FY 14 Dial A Ride Customer Satisfaction Survey. Staff administered surveys to 30 random Dial A Ride passengers to gauge customer satisfaction in

order to continually improve service. This year's survey showed an overall decrease in customer satisfaction when comparing prior years. Staff will survey these same respondents to gauge if satisfaction is improved and report back to the Board in November. This item was for information only.

9. Ten-Year Financial Projections FY 2015-2025

Stemming from a request from Director Woerner for projections for future years, staff has prepared a 10-Year financial projection. Staff recommended adopting a resolution that would require preparing a 10-Year Financial Projection each year when the Operating and Capital Budget is prepared. Board members directed staff to research the reserves policies at other agencies and bring these findings back to the Board. The Board has concerns with LAVTA's Fare Policy and would like staff to update this policy. The Fare structure may be studied in the COA and staff suggested holding off on updating this policy until the findings of the study have been determined. The Board modified Resolution 23-2014 changing the word "adopted" to the word "accepted" at the end of paragraph 4.

Approved: Sbranti/Woerner (with modifications)
Aye votes: Biddle, Haggerty, Woerner, Thorne, Sbranti, Brown
No votes: None
Absent: Turner

10. Rapid Corrective Action Plan

Chair Haggerty and Vice Chair Biddle left the meeting during this item. Director Thorne proceeded in directing the meeting.

Staff briefed the Board on the recommended Corrective Action Plan for the Rapid service. Board approved the Rapid Corrective Action Plan directing staff to forward to MTC for inclusion in their October 2014 Commission Report on ongoing RM2 funded projects.

Approved: Sbranti/Brown
Aye votes: Woerner, Thorne, Sbranti, Brown
No votes: None
Not present for vote: Biddle, Haggerty
Absent: Turner

11. Paratransit Service - Update

Staff reported that the on time performance has improved significantly and the set goals are being achieved. Future updates will be brought to the Projects and Services Committee before coming to the Board.

12. Executive Directors Report

Kathleen Kelly, Interim Executive Director, pointed out that ridership was up on the routes going to the Alameda County Fair this year. She also made note of the items that will be coming to the committees in the upcoming months.

13. Director Brown asked staff to follow up on the claim Carmen Rivera-Hendrickson made stating that ALC was potentially taking consumers to lunch as a way to avert complaints being made against the service.
14. **Next Meeting Date is Scheduled for: October 6, 2014**
15. **Adjournment**
Board member Jerry Thorne adjourned meeting at 5:17 pm.