

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

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

**COMMITTEE MEMBERS**

**KARLA BROWN – CHAIR**

**DAVID HAUBERT - VICE CHAIR**

**SCOTT HAGGERTY**

**STEVEN SPEDOWFSKI**

**DATE:** Monday, March 23, 2015

**PLACE:** Diana Lauterbach Room LAVTA Offices  
1362 Rutan Court, Suite 100, Livermore

**TIME:** 4:00p.m.

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**AGENDA**

**1. Call to Order**

**2. 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.

**3. Minutes of the February 23, 2015 Meeting of the P&S Committee.**

**Recommendation:** Approval

**4. Dial-A-Ride Operations Policy Modification**

**Recommendation:** The Projects & Services Committee recommends that the Board approve the proposed changes to the Dial-A-Ride Operations Policy, Resolution 14-2015.

**5. Para-Taxi Program Update**

**Recommendation:** The Projects & Services Committee recommends that the Board approve the proposed changes to the para-taxi program, Resolution 15-2015.

**6. Amendment 1 to the Encroachment Agreement With City of Pleasanton**

**Recommendation:** Staff recommends that the Projects and Services Committee recommend the Board approve the First Amendment to Bus Shelter Encroachment and Maintenance Agreement.

**7. Current Studies in the Tri-Valley**

**Recommendation:** LAVTA Planning staff will continue to have an advisory role in these studies and will keep the Board informed as needed.

**8. Accommodation for the 2015 Pleasanton Summer School Program**

**Recommendation:** Staff is asking the Projects & Services Committee to endorse and forward a recommendation to the Board for a repeat of last year's accommodation for the PUSD summer school in 2015, operating routes 601/602 and 604 as outlined above. Resolution 17-2015.

**9. Extra Service during the Alameda County Fair and the Livermore Fourth of July Fireworks Show**

**Recommendation:** The Projects & Services Committee is asked to consider the request and forward a recommendation to the full Board. Resolution 12-2015 and Resolution 13-2015.

**10. On-Time Performance Improvement Action Plan**

**Recommendation:** Unless otherwise directed by the Board, staff will implement the OTP Action Plan.

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

**12. Matters Initiated by Committee Members**

**13. Next Meeting Date is Scheduled for: April 27, 2015**

**14. 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/ Diane Stout*

*3/18/15*

*LAVTA Administrative Services Department*

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

**AGENDA**

**ITEM 3**



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**Livermore, CA 94551**

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

**KARLA BROWN – CHAIR**

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**STEVEN SPEDOWFSKI**

**DATE:** Monday, February 23, 2015

**PLACE:** Diana Lauterbach Room LAVTA Offices  
1362 Rutan Court, Suite 100, Livermore

**TIME:** 4:00p.m.

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**MINUTES**

**1. Call to Order**

Committee Chair Karla Brown called the meeting to order at 4:03pm.

**Members Present**

Karla Brown, Councilmember, City of Pleasanton  
Dawn Argula, Chief of Staff, Alameda County  
David Haubert, Mayor, City of Dublin  
Steven Spedowfski, Councilmember, City of Livermore

**Members Absent**

Scott Haggerty, Supervisor, Alameda County

**2. Meeting Open to Public**

None.

**3. Minutes of the January 26, 2015 Meeting of the P&S Committee.**

Approved: Haubert/Argula  
Aye: Haubert, Argula, Brown  
No: None  
Abstain: Spedowfski

**4. FY 2015 2<sup>nd</sup> Quarter Report – Operations**

Staff provided a brief summary and analysis of the Fixed Route and Paratransit

Operations for the 2<sup>nd</sup> quarter of FY15. The fixed route total boardings show a slight decrease when compared to the same quarter as last year. On-time performance has dropped from 82% to 80% compared to the same quarter last year. Staff explained that both the ridership and on-time performance decrease is most likely due to the unusually rainy weather in the quarter. Paratransit shows total passengers is up and total number of trips are down. The Paratransit On-Time performance is just under 98%, a 2.5% increase over last year's performance. Complaints for fixed route are up with a majority of these due to lateness and safety. Paratransit complaints are down considerably from last year. Last year at this time a different contractor provided the Paratransit services. This item was for information only.

## **5. Second Quarter 2015 Marketing and Outreach Activities**

Staff briefed the Committee on Marketing and Outreach activities performed during the second quarter, October through December, of FY15. The Stuff-A-Bus event was very successful and staff is looking forward to working with Safeway again later this year for another Stuff A Bus event. Social media engagements have increased. A detailed list of all outreach performed during the second quarter was provided as an attachment to the staff report. Staff also highlighted upcoming events and activities for the remainder of FY15. Of the upcoming events, the Committee asked for staff to check with LAVTA's insurance provider as to whether local groups would be able to ride on the buses in the St. Patrick's Day Parade in Dublin. Committee members also discussed outreach to schools, including distributing bus information during mid-year school registration.

## **6. Comprehensive Operational Analysis Award**

The Projects and Services Committee forwards a recommendation to the LAVTA Board of Directors to enter into an agreement with Nelson Nygaard for the completion of the COA; authorize the Executive Director to execute the agreement and issue a Notice to Proceed; and approve a 10% project contingency of \$37,100 to be used at the discretion of the Executive Director for a total project cost not to exceed \$408,098. Resolution 10-2015.

Approved: Argula/Spedowski  
Aye: Haubert, Argula, Brown, Spedowski  
No: None

The Committee asked that students be incorporated into the outreach for the COA, and that staff work with student leadership groups.

## **7. Park and Ride Study – Scope**

Staff provided a follow up to the interest expressed at the January Projects and Services Committee for staff to study existing and potential service between park-and-ride lots, BART, and ACE stations. Staff found that the Alameda County Transportation Commission (ACTC) has an existing study going on now that may address the interests of the Committee. It's called the Tri-Valley Integrated Park-

and-Ride Study. Released as an RFP on February 11, 2014, the study will take approximately 18 months to complete once it begins. Staff will participate as a technical advisor once the project begins. Dawn Argula asked for staff to report back to the Committee with a list of all the studies presently going on with ACTC, MTC, and LAVTA.

**8. Management Action Plan**

Michael Tree presented to the Committee the FY2015 Management Action Plan (MAP) stemming from the strategic plan of LAVTA. The goal of the MAP is to assist the Board of Directors and Management in tracking projects. The Committee agreed that it will be a very helpful tool in gauging where projects stand.

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

Dawn Argula asked that the font be made larger on this document.

**10. Next Meeting Date is Scheduled for: March 23, 2015**

**11. Adjourn**

Meeting adjourned at 5:19pm.

**AGENDA**

**ITEM 4**





STAFF REPORT

SUBJECT: Dial-A-Ride Operations Policy Modification

FROM: Kadri Kulm, Paratransit Planner

DATE: March 23, 2015

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**Action Requested**

Recommend that the Projects and Services Committee approve the proposed changes to the Dial-A-Ride Operations Policy.

**Background**

At LAVTA's Federal Transit Administration's Triennial review, which occurred the week of February 9th, 2015, reviewers noted that LAVTA's current Dial-A-Ride policy didn't include enough detail about how the appeals process worked when a potential member's application was denied. Reviewers asked that LAVTA better clarify how the appeals process works; specifically, how many days it will take to receive a response from LAVTA for an appeal.

**Discussion**

To address the FTA's finding, staff is recommending adding the following language under section 3.5 Eligibility Denials and Appeals of the Dial-A-Ride Operations Policy:

“The request for an appeal must be forwarded to LAVTA's Executive Director. The decision of the Executive Director may be appealed to the LAVTA Board of Directors. At each stage, a response by the Executive Director or the Board of Directors will be completed within thirty (30) days of the receipt of communication of the request. The response will be provided in a written or accessible format. If the decision is not made by the 31st day, appellant may request use of paratransit services until a decision is made.”

**Impact**

The proposed changes will likely not have an impact on the usage of the service and will better clarify the process next steps for paratransit application denials.

**WAAC Recommendation**

This staff report was presented and accepted by the Wheels Accessibility Advisory Committee on March 4, 2015.

**Next Steps**

If approved by the Board, staff will be updating program materials.

**Recommendation**

The Projects & Services Committee recommends that the Board approve the proposed changes to the Dial-A-Ride Operations Policy

**Attachments:**

1. Proposed Dial A Ride Operations Policy
2. Resolution 14-2015

## LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

### WHEELS DIAL-A-RIDE OPERATING POLICY

Policy Adoption Date – ~~09-09-2013~~6-2015

This Wheels Dial-a-Ride Operating Policy (“Policy”) consolidates and clarifies LAVTA policies and regulations related to the Wheels Dial-A-Ride service. This Policy has been developed to meet or exceed all applicable state and federal laws and regulations.

#### 1. SERVICE CHARACTERISTICS

##### 1.1 ADA Paratransit

Public transportation systems that provide fixed route transit service are required by law to provide a complementary paratransit service. Pursuant to this mandate, LAVTA provides the Wheels Dial-A-Ride paratransit service.

##### 1.2 Demand Response

Dial-A-Ride is a demand-responsive transportation service.

##### 1.3 Shared Ride

Dial-A-Ride is a public shared ride transportation service.

##### 1.4 On-Board Travel Times

A trip on a Dial-A-Ride paratransit vehicle takes approximately the same amount of time as a similar trip on a Wheels fixed route bus, including travel time to and from a bus stop, and any transfer time.

##### 1.5 Trip Priorities

Dial-A-Ride does not assign priorities by trip purpose.

##### 1.6 Door-to-Door Service

Dial-A-Ride is a door-to-door, origin-to-destination service subject to the limits described in Section 2 of this Policy.

##### 1.7 Passenger Assistance

Subject to the limits described in Section 2 of this Policy, drivers will provide assistance in boarding and deboarding the vehicle, upon request. Assistance may include helping a passenger to or from the door of their origin or destination (no further than public lobbies), guiding a passenger to or from the vehicle, lending a steady arm for balance, finding a seat, or securing a mobility aid.

Drivers will not provide assistance that involves lifting or carrying a passenger. Passengers in need of extensive assistance should arrange to travel with a Personal Care Attendant (PCA).

Driver assistance with grocery and shopping bags of reasonable weight or luggage is limited to two (2) trips (four bags total) from origin to vehicle, and from vehicle to destination. Driver may set bags outside a front door, but will not enter a private residence.

## 1.8 Service Area

Dial-A-Ride service area is complementary to the LAVTA fixed route service area and generally consists of the cities of Livermore, Dublin, and Pleasanton. See *Attachment A* for the Dial-A-Ride service area map

### 1.8.1. Livermore Veterans Affairs Medical Center Service Area Extension

The Livermore Veterans Affairs Medical Center is located in unincorporated Alameda County, south of the City of Livermore. Direct service between the Dial-A-Ride service area and this medical facility is provided as an extension of the regular service area.

### 1.8.2. Southern portion of San Ramon Service Area Extension

LAVTA and the Central Contra Costa Transit Authority have a reciprocal agreement that allows each operator to provide direct service from one system to the other, allowing a passenger to avoid the transfer at the Dublin/Pleasanton BART station if the transfer would have an undue negative effect on the passenger.

As a general rule, given the very close proximity and boundaries of the two service areas, the reciprocal agreement provides for direct service between the Dial-A-Ride service area and the southern portion of San Ramon, bordered by the I-680 to the West, Norris Canyon Road to the North, Alcosta Boulevard to the East, and the City of Dublin city limits to the South.

## 1.9 Service Hours

Dial-A-Ride service operates during the same days and hours as Wheels fixed-route service.

## 2. DRIVER AND RIDER CODE OF CONDUCT

### 2.1 Drivers are not Permitted to:

- a. Escort a passenger beyond the ground floor lobby of a public building, beyond the lobby of a multi-unit residential building, or beyond the front door of a private residence.
- b. Perform any personal care assistance for any passenger. Examples include assisting with dressing, grooming, or administering medicine.
- c. Accept tips or gratuities.
- d. Wait for a passenger to make a stop to conduct business, such as at an ATM/Cash machine or pharmacy.
- e. Smoke, eat, or drink (except for water) in the vehicle while servicing a trip.

- f. Use a cell phone for personal calls, play loud music, or wear headphones.
- g. Neglect acceptable standards of personal hygiene.
- h. Dress in an unprofessional manner.
- i. Forget to wear their badge.
- j. Be rude or harassing to the passengers.
- k. Commit violent or illegal acts.

## 2.2 Riders are not Permitted to:

- a. Eat or drink (except for water) on vehicles, unless doing so is medically necessary.
- b. Play radios or music at a volume loud enough to be heard by the driver or other passengers.
- c. Litter on the vehicles.
- d. Neglect acceptable standards of personal hygiene.
- e. Distract the driver or interfere with the operations of the vehicle or equipment.
- f. Block the aisle with their mobility aids.
- g. Carry fireworks, flammable liquids, or weapons aboard the vehicle.
- h. Use abusive, threatening, or obscene language to other riders or any LAVTA/Dial-A-Ride staff.
- i. Commit seriously disruptive (including violent) or illegal acts.

## 3. **ELIGIBILITY**

### 3.1 Eligibility Definitions

- 3.1.1. Individuals who, because of physical or developmental impairment, cannot utilize fixed route transit, no matter how accessible, are eligible for Dial-A-Ride service. This eligibility requirement is generally synonymous with inability to “navigate the system.”
- 3.1.2. Those individuals who can use fixed route transit, but who, because of physical or developmental impairment, cannot access their desired route, or cannot access their final destination after leaving a fixed-route vehicle, are also eligible for Dial-A-Ride service.

### 3.2 Eligibility Determination

- 3.2.1. The Dial-A-Ride eligibility determination process includes submittal and review of a paper application and the applicant’s Medical Care Professional’s verification.
- 3.2.2. LAVTA will process ADA Paratransit applications for the residents of Livermore, Dublin, Pleasanton, and Sunol.
- 3.2.3. LAVTA will process all applications within twenty-one (21) days of receipt.

### 3.3 Children's Eligibility

- 3.3.1. To be determined eligible for Dial-A-Ride service, a child with a disability who is not able to use fixed-route bus service independently must show that his or her disability -- rather than age -- causes the child's inability to use fixed-route bus service independently
- 3.3.2. For children younger than five (5) years of age, LAVTA evaluates the functional ability of the *child with an adult*, as opposed to the child alone. LAVTA certifies a child with an adult as paratransit-eligible if the child's disability prevents him or her from using fixed-route bus service when accompanied by an adult.
- 3.3.3. In the event a child younger than five years of age with a disability is able to use fixed-route bus service when accompanied by an adult, the child would generally not be eligible for paratransit.

### 3.4 Visitor Eligibility

- 3.4.1. The right to paratransit services as mandated by ADA cannot be restricted based on where the individual lives. An individual seeking to use Dial-A-Ride services does not have to reside in LAVTA service area and does not have to be ADA paratransit certified by LAVTA. LAVTA will honor individuals' ADA paratransit certification by other United States public transit agencies.
- 3.4.2. If the individual is not able to produce documentation of ADA certification by another transit system, but claims to be eligible for service, service will be provided. However, LAVTA may request proof that the individual is not a resident, and in some cases (for hidden impairment conditions), medical documentation may be required.
- 3.4.3. Under no circumstances is a visitor to the system entitled to service beyond twenty-one (21) days, in any combination, during any 365-day period, beginning with the visitor's first use of the service. Visitors intending to use Dial-A-Ride services for more than this limit should apply for Dial-a-Ride eligibility through LAVTA directly.

### 3.5 Eligibility Denials and Appeals

If an applicant does not agree with the eligibility decision made by LAVTA in response to his/her application, he/she must request an appeals hearing in writing within sixty (60) days of the date of the eligibility determination notification letter. The applicant may bring an advocate or personal representative to the appeals hearing. Complimentary Dial-A-Ride service will be provided both to and from the appeals hearing.

- 3.5.1. The request for an appeal must be forwarded to LAVTA's Executive Director. The decision of the Executive Director may be appealed to the LAVTA Board of Directors. At each stage, a response by the Executive Director or the Board of

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Directors will be completed within thirty (30) days of the receipt of communication of the request. The response will be provided in a written or accessible format. If the decision is not made by the 31st day, appellant may request use of paratransit services until a decision is made.

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#### 4. **MOBILITY AIDS**

Passengers using mobility aids will be accommodated whenever safely possible. A passenger who uses a mobility aid may be required to attend an in-person assessment at the LAVTA offices (at no cost to the passenger).

##### 4.1 **Mobility Aids Characteristics**

###### 4.1.1. Weight

A mobility aid, when occupied by a user that exceeds the specified maximum weight capacity of the lift/ramp on a Dial-A-Ride vehicle may not be accommodated. Occupied mobility aids exceeding the weight capacity of the ramp/lift will be evaluated on a case-by-case basis.

###### 4.1.2. Dimensions

Mobility aids will be accommodated on paratransit vehicles as long as the mobility aid and user do not exceed the size of the mobility aid securement area on the vehicle. As a safety requirement, mobility aids cannot block the aisle and cannot present a physical threat to other passengers.

##### 4.2 **Mobility Aid Securements and Passenger Restraints**

Wheelchairs and other mobility aids must be secured to the Dial-A-Ride vehicles, ideally via a four-point tie-down system, and passengers must use the appropriate personal restraints. Passengers refusing the securements and/or restraints will be asked to deboard the vehicle.

##### 4.3 **Segway Use**

Segways (or similar personal assistive mobility devices) are only permitted on-board when used as a mobility aid. Segways used for leisure will not be allowed on Dial-A-Ride vehicles. Segways must be secured on Dial-A-Ride vehicles.

#### 5. **RESERVATIONS**

##### 5.1 **Scheduling Reservations**

Reservations can be made one (1) to seven (7) days in advance. Reservations can be made by phone by calling (925) 455-7510 from 8:30 a.m. to 5:00 p.m. any day of the week, or by using the Book-A-Trip feature on LAVTA's website.

##### 5.2 **Standing Orders/Subscription Rides**

Wheels Dial-A-Ride Operating Policy  
Adoption Date: ~~09-09-2013~~ 6-2015

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For their repeated trips, passengers may set up a Standing Order/Subscription Ride. A Standing Order is an ongoing reservation for a trip (“subscription trip”) that has the same starting and ending location and the same pick-up day and time.

Standing Order requests cannot always be fulfilled. To allow for equal access to service for all passengers, federal paratransit regulations provide that subscription trips may not absorb more than 50% of total system capacity at any time.

#### 5.2.1. Standing Orders During Holidays

Except for trips to and from dialysis, Standing Orders will not be served on the following holidays: New Year’s Day, Martin Luther King Jr. Day, Presidents’ Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the Day after Thanksgiving, Christmas Eve, and Christmas Day. Individual reservations on these holidays can still be made per the regular scheduling process.

### 5.3 **Reservation Request**

Passengers have the option of requesting a reservation based on EITHER the desired pick-up time OR the desired drop-off time.

### 5.4 **Negotiating Pick-Up Time**

If the desired pick-up time cannot be accommodated, the reservationist may offer alternative pick-up times ranging from one (1) hour before to one (1) hour after the requested pick-up time.

### 5.5 **Changing a Reservation**

To make changes to existing reservations, passengers must notify Dial-A-Ride at least one (1) day before the scheduled trip.

### 5.6 **Canceling a Trip**

Passengers must cancel the trips they do not plan to take as soon as possible and at least one (1) hour before the scheduled pick-up window to avoid penalties.

## 6. **SERVICE DELIVERY**

### 6.1 **Fares**

Fares must be paid at the beginning of the ride. Passengers may pay with pre-purchased Dial-A-Ride tickets or cash (exact change).

### 6.2 **Pick-Up Window**

The pick-up window is defined as the thirty (30) minute time period starting from the scheduled pick-up time. The pick-up is considered to be on time if the vehicle arrives anytime within the 30 minute pick-up window. For example, if the pick-up is scheduled for 2:30 p.m., the vehicle may arrive anytime between 2:30 p.m. and 3:00 p.m. and be considered on time.



**6.3 Five (5) Minute Rule**

After the vehicle arrives within the thirty (30) minute pick-up window, the passenger must be ready within five (5) minutes of notice of the vehicle's arrival. If the passenger does not meet the vehicle when it arrives, the driver will attempt to find the passenger and dispatch will attempt to telephone the passenger. If the passenger can not be located or chooses not to start boarding within five (5) minutes, the driver may leave.

**6.4 Early Pick-Ups**

If the vehicle arrives before the thirty (30) minute pick-up window, the passenger may choose to take the trip early or have the driver wait until the start of the confirmed pick-up window.

**6.5 Late Pick-Ups**

If the vehicle is expected to be more than thirty-five (35) minutes late, the dispatcher should call the passenger as a courtesy. If the ride arrives after the 30-minute pick-up window, the passenger may decline to take the trip without penalty.

**6.6 Same Day Trip Changes**

If an appointment (e.g., medical or dental) takes longer than expected, the passenger or office personnel should call (925) 455-7510 as soon as possible to give a new pick-up time. Due to the nature of Dial-A-Ride's prescheduled operation, the new desired pick-up time can not be guaranteed in this situation.

**6.7 Passenger No-Show and Late Cancellation****6.7.1. Definitions****6.7.1.1 "No Show"**

A trip for which a passenger is not present at the prearranged time and prearranged location, and has not notified Dial-A-Ride about a schedule change, constitutes a "No Show." If a schedule change or cancellation is required, passengers are expected to inform Dial-A-Ride no less than one (1) hour prior to the beginning of the prearranged pick-up window.

**6.7.2.1 "Late Cancellation"**

If a passenger informs Dial-A-Ride of a schedule change or cancellation less than one (1) hour prior to the beginning of a prearranged pick-up window, the patron will receive a "Late Cancellation."

**6.7.2. Infractions**

Both "No-Shows" and "Late Cancellations" are considered equal infractions.

**6.7.3 Excused No-Shows and Late Cancellations**

The following are circumstances in which the No-Show or Late Cancellation is excused:

- a. Late arrival by a Dial-A-Ride vehicle (outside the prearranged window);
- b. The Dial-A-Ride vehicle is dispatched to a wrong address or entrance of a building;
- c. A verified worsening of a passenger with a variable condition (medical or otherwise) which prevented the patron from calling at least one (1) hour in advance;
- d. A verified family emergency which prevented the passenger from calling at least one (1) hour in advance;
- e. Other verified circumstances that make it impracticable for the passenger to travel at the scheduled time and also for the passenger to notify dispatch before one (1) hour of the beginning of the pick-up window to cancel the trip.

## **6.8 Do Not Leave Alone Policy**

LAVTA strongly recommends that passengers who cannot wait alone to be met at, or let into, their destinations be accompanied by a Personal Care Attendant (PCA). PCAs travel for free with a paying ADA paratransit passengers. The Do Not Leave Alone Policy is provided for those times when a PCA is not available and the passenger is not able to wait alone.

### **6.8.1. When The Driver Will Wait**

For passengers travelling alone who cannot wait alone at their destinations, the driver will wait with the passenger until the connecting transit agency arrives or a person at the destination receives the passenger if both of the following conditions have been met.

6.8.1.1 The passenger has a Do Not Leave Alone note in his/her Dial-A-Ride file.

6.8.1.2 As part of the trip reservation, LAVTA was informed of the need for an attended transfer or drop-off.

### **6.8.2. Receiver Not Present Infraction**

If the person responsible to receive the Do Not Leave Alone rider is not present within five (5) minutes of the arrival of the vehicle, the trip will be recorded as a Receiver Not Present infraction. Passengers will be notified when a trip is recorded as a Receiver Not Present infraction. Passengers will be given an opportunity to discuss their trip records with, and present information on the circumstances concerning the trip to LAVTA staff.

### **6.8.3. Excused Receiver Not Present Infraction**

The passenger will not receive an infraction if the receiver is a connecting paratransit operator.

## **7. ACCOMPANIED PASSENGERS**

### 7.1 Personal Care Attendants (PCAs) and Companions

Dial-A-Ride passengers may be accompanied by a PCA at no charge to the passenger or PCA. Dial-A-Ride passengers may also be accompanied by one or more companions. Companions must pay full Dial-A-Ride fares.

Reservations for PCAs and/or companions must be made when scheduling the Dial-A-Ride-eligible passenger's trip. Additional companions beyond the first companion are accommodated on a space-available basis. Companions and PCAs must ride to and from the same locations and at the same times as the Dial-A-Ride-eligible passenger.

### 7.2 Children

All children who are under eight (8) years old, unless they are at least 4-foot, 9-inches tall, must travel in a child safety seat in order to comply with California State Law. Parents or guardians must provide their own child safety seat and take it with them when they exit the vehicle. Dial-A-Ride does not provide or install child safety seats.

### 7.3 Service Animals

The passenger may bring a service animal that has been individually trained to work or perform tasks for the passenger with a disability. The service animal must be under its owner's control at all times and may not display aggressive or other seriously disruptive behavior, or behavior that poses a direct threat to the health or safety of others. Passengers must specify during the reservation process if they will be accompanied by a service animal.

## 8. NEIGHBORING PARATRANSIT OPERATORS

### 8.1 Pleasanton Paratransit Service

According to an agreement with the City of Pleasanton, the Pleasanton Paratransit Service also provides demand-responsive service within the LAVTA service area, but only within the City of Pleasanton. The Pleasanton Paratransit service is operated by the City of Pleasanton and is a separate entity from Dial-A-Ride.

### 8.2 County Connection LINK and East Bay Paratransit

LAVTA's ADA paratransit passengers may use ADA paratransit services anywhere in the nine (9) San Francisco Bay Area counties where such services are available. Passengers may schedule trips that take them into the service area of other Bay Area ADA paratransit providers. Dial-A-Ride has agreements with neighboring paratransit operators to facilitate transfers between service areas.

8.2.1. LAVTA coordinates transfer trips with East Bay Paratransit and County Connection LINK.

8.2.2. The designated transfer point between Dial-A-Ride and the neighboring East Bay Paratransit and County Connection LINK operators is at the East Dublin/Pleasanton BART Station.

- 8.2.3. The drivers for East Bay Paratransit and County Connection LINK do not have policies under which they will wait with a passenger after de-boarding.
- 8.2.4. When Dial-A-Ride receives a passenger from East Bay Paratransit or County Connection LINK at the Dublin/Pleasanton BART station, fare is NOT collected for the second part of the trip.

## 9. **SANCTIONS**

### 9.1 **Progressive basis**

LAVTA will sanction Dial-A-Ride passengers progressively based on the cumulative infractions described above, and as further set forth below, over a rolling twenty-four (24) month period.

### 9.2 **Sanctionable Offenses**

- 9.2.1. Excessive Late Cancellations and No-Show Infractions  
Passengers are subject to sanctions if they have 20% or more No-Shows and/or Late Cancellations (calculated by dividing validated No-Shows and Late Cancellations by actual “taken trips”) within any given month (from the 1<sup>st</sup> to the last day), AND at least three (3) No-Shows and Late Cancellations during that month.
- 9.2.2. Excessive Receiver Not Present Infractions  
Passengers are subject to sanctions if they have received Receiver Not Present infractions two (2) or more times within any given month (from the 1<sup>st</sup> to the last day) or four (4) or more times within a six (6) month period.

### 9.3 **Progressive Sanction Penalties**

- 9.3.1. 1<sup>st</sup> Sanction – Passenger will receive a phone call from the LAVTA staff. Staff will detail the specific dates and times of No-Shows/Late Cancellations or Receiver Not Present Violations, will discuss the impact to the system caused by ineffective use, and will describe the progressive sanctions if the pattern of these violations continues.
- 9.3.2. 2<sup>nd</sup> Sanction – Passenger will receive a formal written correspondence from LAVTA detailing the specific dates and times of the No-Shows/Late Cancellations or Receiver Not Present Violations. This correspondence will warn the passenger that another month of excessive violations will result in a 15-day suspension of service.
- 9.3.3. 3<sup>rd</sup> Sanction – Passenger will receive formal notification from LAVTA of a fifteen (15) day suspension of service. This correspondence will detail the specific dates and times of the No-Shows/Late Cancellations or Receiver Not Present Violations

as well as the proposed suspension dates. The proposed suspension dates will be no sooner than twenty (20) days after sending the written correspondence to provide time for an appeal by the passenger. The notification shall warn the patron that another month of excessive violations will result in a 30-day suspension of service.

9.3.4. 4<sup>th</sup> Sanction – Passenger will receive formal notification from LAVTA of a thirty (30) day suspension of service. This correspondence will detail the specific dates and times of the No-Shows/Late Cancellations or Receiver Not Present Violations as well as the proposed suspension dates. The proposed suspension dates will be no sooner than twenty (20) days after sending the written correspondence to provide time for an appeal by the passenger. This notification will warn the passenger that another month of excessive violations will result in a 60-day suspension of service.

9.3.5. 5<sup>th</sup> Sanction – Passenger will receive formal notification from LAVTA of a sixty (60) day suspension of service. This correspondence will detail the specific dates and times of the No-Shows/Late Cancellations or Receiver Not Present Violations as well as the proposed suspension dates. The proposed suspension dates will be no sooner than twenty (20) days after sending the written correspondence to provide time for an appeal by the passenger. This notification will warn the passenger that another month of excessive violations will result in a 90-day suspension of service.

9.3.6. 6<sup>th</sup> Sanction - Passenger will receive formal notification from LAVTA of a ninety (90) day suspension of service. This correspondence will detail the specific dates and times of the No-Shows/Late Cancellations or Receiver Not Present Violations as well as the proposed suspension dates. The proposed suspension dates will be no sooner than twenty (20) days after sending the written correspondence to provide time for an appeal by the passenger. This notification will warn the passenger that another month of excessive violations will result in another 90-day suspension of service.

## 10. APPEALS PROCESS

### 10.1 **Right to Appeal**

The passenger has the right to appeal a suspension of service or sanction. Passengers may bring an advocate or personal representative to the appeals hearing(s). Complimentary transportation will be provided both to and from appeals hearings.

### 10.2 **No Action Before Resolution**

In no event will the sanction go forward until the final outcome of the appeals process is completed.

### 10.3 **How to Start the Appeals Process**

10.3.1. Step #1. The passenger has fourteen (14) calendar days after the date of the suspension or sanction notification to appeal the suspension/sanction in writing. Review of the appeal will consist of an interview with the passenger.

10.3.2. Step #2. If the passenger disagrees with the decision made in Step #1, he/she may appeal that decision. To make an appeal, the passenger must send a written request to LAVTA. The passenger's written appeal must be received by LAVTA within fourteen (14) calendar days after the date of the written decision in Step #1.

**11. CUSTOMER COMPLAINTS AND COMMENTS**

To initiate LAVTA's customer complaint or comment process passengers should call the LAVTA Customer Service phone line at 925-455-7500, or fill out the online Customer Service Form on LAVTA's website.

**RESOLUTION NO. 14-2015**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE LIVERMORE  
AMADOR VALLEY TRANSIT AUTHORITY AMENDING WHEELS DIAL-A-  
RIDE OPERATING POLICY SUPERSEDING EARLIER BOARD OF  
DIRECTORS OF THE LIVERMORE AMADOR VALLEY TRANSIT  
AUTHORITY RESOLUTION NO. 24-2013**

**WHEREAS**, the Board of Directors of the Livermore Amador Valley Transit Authority adopted Resolution No. 04-92 approving and adopting a Paratransit Plan in accordance with the provisions of the Americans with Disabilities Act (ADA) of 1990, and

**WHEREAS**, the Board of Directors of the Livermore Amador Valley Transit Authority adopted Resolution No. 33-92 approving and adopting the revised policy to implement certain provisions of the Americans with Disabilities Act (ADA), and in accordance with LAVTA's adopted ADA Complementary Paratransit Service Plan, and

**WHEREAS**, the Board of Directors of the Livermore Amador Valley Transit Authority adopted Resolution No. 23-2006 amending Dial-A-Ride Operating Policy to reduce the advanced scheduling window from fourteen days to seven days, and

**WHEREAS**, the Board of Directors adopted Resolution No. 30-2008 instituting additional sanctions for customers showing a pattern of late cancellations and/or no shows for Dial-A-Ride , and

**WHEREAS**, the Board of Directors adopted Resolution No. 12-2010 adding additional sanctions for repeat late cancellation and/or no show policy offenders, and

**WHEREAS**, the Board of Directors adopted Resolution No. 15-2010 establishing ridership policies for children under five years of age, and

**WHEREAS**, the Board of Directors adopted Resolution No. 01-2013 that consolidated all policies and superseded the above Resolutions; and

**WHEREAS**, the Board of Directors adopted Resolution No. 24-2013 establishing the pick-up window for paratransit service that superseded Resolution 01-2013; and

**WHEREAS**, it is desirable for LAVTA to include explanatory language about the appeals process for paratransit service denials and to update the policies to comply with current FTA regulations; and

**WHEREAS**, on March 4, 2015, the Wheels Accessibility Advisory Committee reviewed the proposed changes and recommended that the changes be made.

**NOW, THEREFORE, BE IT RESOLVED:**

That the Board of Directors of the Livermore Amador Valley Transit Authority hereby adopts the WHEELS Dial-A-Ride Operating Policy of the Livermore Amador Valley Transit Authority, attached as Attachment 1, which supersedes Resolution No. 24-2013.

**PASSED AND ADOPTED** by the governing body of the Livermore Amador Valley Transit Authority (LAVTA) this 6<sup>th</sup> day of April, 2015.

BY \_\_\_\_\_  
Scott Haggerty, Chair

ATTEST \_\_\_\_\_  
Michael Tree, Executive Director



**AGENDA**

**ITEM 5**



STAFF REPORT

SUBJECT: Para-Taxi Program Update  
FROM: Kadri Kulm, Paratransit Planner  
DATE: March 23, 2015

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**Action Requested**

Recommend that the Board of Directors approve the proposed changes to the Para-Taxi program.

**Background**

LAVTA's Para-Taxi program was launched in early 2008 as an ACTIA funded program and now as a New Freedom funded program- reimbursed at 50%.

Para-Taxi is a reimbursement-based program in which users pay the full taxi fare up front to the taxi driver and submit a Reimbursement Request Form along with their taxi receipts to LAVTA for reimbursement. LAVTA currently reimburses 85% of the taxi fare up to \$20 maximum reimbursement per trip. The maximum reimbursement amount per person per month is currently \$200.

**Discussion**

To improve the administration of the program, staff will be implementing the following changes:

1. Change the reimbursement period from 'unlimited' to receipts must be submitted within 90-days of the trip taken. Currently, receiving timely receipts is an obstacle, which makes it difficult for on-time reporting to funding agencies.
2. Modify the reimbursement program so that if LAVTA is not notified within 90-days that a reimbursement check is lost, the reimbursement check will not be re-issued. Lost checks will only be reissued once.

Additionally, staff will be procuring database-development services to better manage the administration of the Para-Taxi program.

**Next Steps**

If approved by the Board, staff will be updating program materials and sending out updated information to passengers.

**WAAC Recommendation**

Staff presented the proposed changes to the Wheels Accessible Advisory Committee (WAAC) at their March 4, 2015 meeting and the WAAC recommended approval of the changes to the program, with a minor adjustment to item #1. Originally staff proposed a 60-day reimbursement window, and the WAAC recommended a 90-day window.

**Recommendation**

The Projects & Services Committee recommends that the Board approve the proposed changes to the para-taxi program.

**Attachments:**

1. Resolution 15-2015

**RESOLUTION 15-2015**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE LIVERMORE  
AMADOR VALLEY TRANSIT AUTHORITY AUTHORIZING UPDATES TO  
THE PARA-TAXI PROGRAM**

**WHEREAS**, the Livermore Amador Valley Transit Authority (LAVTA) operates a para-taxi program to provide additional mobility options to paratransit eligible passengers above and beyond the Americans with Disabilities Act (ADA) minimum requirements; and

**WHEREAS**, Dial-A-Ride is expensive to operate on a per passenger basis and the para-taxi program presents savings to LAVTA when used by Dial-A-Ride eligible passengers in lieu of Dial-A-Ride; and

**WHEREAS**, the current para-taxi program language does not include a time period for submission of receipts; and

**WHEREAS**, the current para-taxi program language does not include a time period for notifying LAVTA of lost or misplaced reimbursement checks; and

**WHEREAS**, the current para-taxi program language does not limit the number of times a reimbursement check will be re-issued; and

**WHEREAS**, staff proposes making the changes listed below included in the staff report presented to the Board:

- Change the reimbursement period from ‘unlimited’ to receipts must be submitted within 90-days of the trip taken.
- Change the reimbursement program so that if LAVTA is not notified within 90-days that a reimbursement check is lost, the reimbursement check will not be re-issued, and that lost checks will only be reissued once; and

**WHEREAS**, on March 3, 2015, the Wheels Accessibility Advisory Committee reviewed the proposed changes and recommended that the changes be made.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Livermore Amador Valley Transit Authority that staff will update the para-taxi program parameters as detailed in this resolution and implement the changes as soon as possible.

**APPROVED AND PASSED** this 6<sup>th</sup> day of April, 2015.

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Scott Haggerty, Chair

ATTEST:

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Michael Tree, Executive Director

**AGENDA**

**ITEM 6**



STAFF REPORT

SUBJECT: Amendment 1 to the Encroachment Agreement With City of Pleasanton  
FROM: Beverly Adamo, Director of Administrative Services  
DATE: March 23, 2015

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**Action Requested**

Review and forward to the Board of Directors recommending approval of Amendment 1 to the agreement with the City of Pleasanton regarding the installation and maintenance of bus stops/shelters within the City on City-owned property.

**Background**

On September 21, 2009, an agreement that specifies the roles and responsibilities of LAVTA and the City of Pleasanton in the installation and maintenance of bus shelters and street furniture that are part of the transit system was effected. In February 2015, LAVTA was contacted by CalTIP, legal name the California Transit Systems Joint Powers Authority. LAVTA is a member agency of CalTIP through which insurance is provided.

**Discussion**

Because of CalTIP's more strictly enforced adherence with respect to providing certificates of insurance as required by agreements between LAVTA and other entities, LAVTA requested the City of Pleasanton work with us to amend the agreement to provide for the following:

Section 7 of the Agreement, "Insurance" is amended to add a new subsection e. as follows:

7. e. Acceptability of Insurers

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A: VII. The City may, at its sole discretion, waive or alter this requirement or accept self-insurance in lieu of any required policy of insurance.

In addition, City and LAVTA staff are in process of reviewing and updating Exhibit A of the agreement, denoting the bus shelters in the City. Both LAVTA and City staff recommend that changes to this agreement be made as needed, and as an administrative change, not requiring Board action. Language to effect that recommendation is in the Amendment.

**Budget Impact**

N/A

**Next Steps**

Following LAVTA Board approval, the agreement will be executed by the Pleasanton City Manager.

**Recommendation**

Staff recommends that the Projects and Services Committee recommend the Board approve the First Amendment to Bus Shelter Encroachment and Maintenance Agreement.

**Attachments:**

1. First Amendment to the Bus Shelter Encroachment and Maintenance Agreement



**FIRST AMENDMENT TO BUS SHELTER ENCROACHMENT  
AND MAINTENANCE AGREEMENT**

This First Amendment to Bus Shelter Encroachment and Maintenance Agreement ("First Amendment") is entered into this \_\_\_\_ day of \_\_\_\_\_ 2015 by the City of Pleasanton ("City") and Livermore Amador Valley Transit Authority ("LAVTA").

**Whereas**, on September 21, 2009, the City and LAVTA entered into a Bus Shelter Encroachment and Maintenance Agreement ("Agreement") to allow LAVTA to place bus shelters and other Project Facilities in the City's Right of Way; and

**Whereas**, the parties desire to amend the Agreement to allow LAVTA to meet the Agreement's insurance requirements through self-insurance; and

**Whereas**, the parties also desire to allow future administrative modifications to the Agreement's Exhibit A to reflect changes to bus stop locations as bus routes may be modified due to alterations in ridership patterns.

Now, therefore, in exchange for valuable consideration, the receipt of which is hereby acknowledged, the parties agree as follows:

1. Section 7 of the Agreement, "Insurance" is amended to add a new subsection e. as follows:
  7. e. Acceptability of Insurers  
Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A: VII. The City may, at its sole discretion, waive or alter this requirement or accept self-insurance in lieu of any required policy of insurance.
2. Section 1 of the Agreement, "Encroachment", subsection a. is amended to add that the City and LAVTA may administratively modify Exhibit A to change the locations of the Project Facilities upon written consent of the LAVTA Executive Director and the City's Traffic Engineer.
3. All other terms and conditions of the Agreement shall remain in full force and effect.

In witness whereof, authorized representatives of the parties have executed this First Amendment as of the date and year first above written.

**CITY OF PLEASANTON**

**LAVTA**

\_\_\_\_\_  
Nelson Fialho, City Manager

\_\_\_\_\_  
Scott Haggerty, Chair  
Board of Directors

Attest:

\_\_\_\_\_  
Karen Diaz, City Clerk

Approved as to Form:

\_\_\_\_\_  
Jonathan P. Lowell, City Attorney

Attest:

\_\_\_\_\_  
Michael Tree, Executive Director

Approved as to Form:

\_\_\_\_\_  
Michael Conneran, Legal Counsel

**AGENDA**

**ITEM 7**



STAFF REPORT

SUBJECT: Current Studies in the Tri-Valley  
FROM: Christy Wegener, Director of Planning and Communications  
DATE: March 23, 2015

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**Action Requested**

Informational item only. No action required.

**Background**

At February's Projects and Services Committee meeting, Committee members expressed an interest in hearing about the existing studies and planning efforts underway in the Tri-Valley.

**Discussion**

The following is a list of studies that are either planned or currently underway in the Tri-Valley, with the lead agency in parenthesis.

Alameda County Transit Plan (Alameda CTC)  
Alameda County Multimodal and Arterials Plan (Alameda CTC)  
Alameda County Goods Movement Plan (Alameda CTC)  
BART to Livermore Alternatives Analysis (BART)  
Tri-Valley Integrated Park and Ride Study (Alameda CTC)  
Livermore Ridership Development Plan (City of Livermore)  
I-680 Express Bus Study (CCTA)  
Wheels Comprehensive Operational Analysis (LAVTA)

**Next Steps**

LAVTA Planning staff will continue to have an advisory role in these studies and will keep the Board informed as needed.

**Recommendation**

None – information only.

**AGENDA**

**ITEM 8**



STAFF REPORT

SUBJECT: Accommodation for the 2015 Pleasanton Summer School Program

FROM: Christy Wegener, Director of Planning and Communications  
Cyrus Sheik, Transit Planner

DATE: March 23, 2015

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**Action Requested**

Approve accommodation of summer school classes in 2015 for Pleasanton middle- and high school grade students at the Foothill High School location.

**Background**

In addition to its regular curriculum during the main academic year, the Pleasanton Unified School District (PUSD) operates a school program during the summer. The purpose of the program is to offer students an opportunity make up or earn additional credit to advance a grade, raise a grade necessary for college, or earn credit for graduation. A limited curriculum is available, mostly in academic areas. The program is offered both at the middle- and high school levels.

Last year, LAVTA ran a pilot program accommodating the summer school program in Pleasanton, providing service on routes 601, 602, and 604. As that was the first time of providing supplemental route (school tripper) service in Pleasanton during the summer, the program was operated as a pilot in order to gage ridership results and re-evaluate for potential continuation the following summer.

The PUSD has requested that LAVTA consider continuing service for this year's summer school program. The District has shared the following specifics about the program, which are the same as last year:

- Classes will run 8:30a to 1:45p, Monday through Thursday (4 days per week)
- Classes will be held from June 22 through July 30 (middle school ends July 23)
- Approximately 1,000 students are anticipated to attend - of which about 120 students will be enrolled in middle school grades, and the remainder in high school grades

**Discussion**

The school districts in the LAVTA service area do not operate yellow school buses for their general student population. Instead, students in the middle- and high school grades are expected to make use of existing public transportation (Wheels mainline routes). In cases

where either (or both) the school and the neighborhood(s) from which its students need to travel is not located on a mainline, and where there is sufficient demand, LAVTA in some areas supplements its mainline routes with limited school tripper service operating during school days, during the academic year.

Typically in the past, the school tripper routes have not been operated during the summer due to the smaller student population enrolled in summer programs and the large number of neighborhoods that would need to be served relative to the summer sessions' smaller student population base. Upon reviewing the request from the school district last year, Staff found that the parameters of the program – including a relatively large enrollment in a centralized location that could be served with a subset of LAVTA's existing school tripper route structure – lent itself well to a pilot program that could then be used to determine how to respond to similar situations in the future.

Based on the anticipated enrollment of approximately 1,000 students in last year's program, the pilot service was expected to carry at least the same share of riders as a percentage of students as that typically seen at Foothill High during the main academic year – or about 5 percent. This would have equated to 100 one-way boardings per school day, for a total of 2,400 for the duration of the program. The actual total ridership result for last year's program, however, turned out to be closer to 1,400 – or only about 60% of the targeted ridership.

Although the ridership for last year's pilot program fell short of the target (i.e. captured a lesser share of students taking transit than that seen during the academic year), Staff believes that there could be opportunities to more aggressively market the service and achieve better ridership results this year. If the program this year does not show a ridership improvement over last year, however, a repeat would not be recommended again for the summer of 2016 unless the parameters of the summer school program were to substantially change in ways more favorable to ridership potential.

### **Service Setup**

The service setup operated last year, which would be repeated for this year's program – consisted of a linked route 601/602 and the route 604. Together, these are able to serve over a dozen neighborhoods with travel times comparable to those offered during the main academic year. The adjacent table shows the neighborhoods that would be directly served, and the approximate one-way travel time between those and Foothill High School.

| <b>PROPOSED SUMMER SCHOOL TRIPPER SERVICE 2015</b>         |                    |
|--|--------------------|
| <b>Neighborhoods served and approx travel times to FHS</b> |                    |
| <i>Area</i>  | <i>Travel Time</i> |
| Ruby Hill  | 54 min             |
| Vintage Hills  | 37 min             |
| Case Avenue  | 30 min             |
| Fairlands  | 29 min             |
| Del Prado Park   | 19 min             |
| Hacienda   | 17 min             |
| Valley Trails  | 11 min             |
| Muirwood Park  | 11 min             |

Similar to last year, in the morning, route 601 would depart Ruby Hill, traveling via Vintage Hills to Case Avenue. At Case Avenue, the same bus would become route 602 and serve Del Prado Park and Valley Trails Park before arriving at Foothill High School. In the afternoon, a mirror service would be provided for the return. The second service would be route 604, operating its regular route from Fairlands, Hacienda, and Muirwood Park to Foothill High School in the morning, and returning in the reverse order in the afternoon. Both services would operate on a special summer schedule coordinated to the program’s AM and PM bell times, respectively.

The estimated revenue hours that would be required to operate this service setup is shown in the next table, assuming a total of 24 days of service. The total gross cost at the fully allocated rate would be approximately \$8,000. If ridership of 100 roundtrips per day were to materialize, fare revenues in the order of approximately \$3,300 would be expected to offset the operating cost, for a total net cost of \$4,800.



| <b>ROUTES 601/602 AND 604 SUMMER SERVICE 2015</b> |                |
|---|----------------|
| <b>Cost estimate</b>                              |                |
| <i>Rt 601/602</i>                                 |                |
| Daily revenue hours                               | 2.33           |
| Number of days operated                           | 24             |
| Total revenue hours                               | 56.00          |
| Total fully allocated cost                        | \$5 554        |
| <i>Rt 604</i>                                     |                |
| Daily revenue hours                               | 1.07           |
| Number of days operated                           | 24             |
| Total revenue hours                               | 25.60          |
| Total fully allocated cost                        | \$2 539        |
| <b>Total gross cost</b>                           | <b>\$8 093</b> |
| Daily ridership @ 5% assumption                   | 100            |
| Total program ridership                           | 2 400          |
| Estimated fare revenue                            | \$3 288        |
| Total net cost (est'd)                            | \$4 805        |

Even though the ridership last summer did not reach the 2,400 number, that target is repeated in the assumption for this year's program in order to illustrate an expectation of exceeding last year's ridership and progress toward the 2,400 target.

### **Dublin and Livermore**

Last year, the Board of Directors approved operating Wheels school tripper route 403 in Livermore to accommodate the excursion travel needs of the Livermore Area and Recreation and Parks District's (LARPD) Extended Student Services (ESS) program during summer on a continual basis, and this service will be operated again this coming summer accordingly.

No requests for supplemental summer service have been received to date from the unified school districts of Dublin and Livermore.

### **Budget**

The limited service that would be provided for Pleasanton's summer school program adds about 80 revenue hours to a total of approximately 126,000, and can be accommodated from the portion of budgeted service hours that is normally budgeted beyond scheduled hours to accommodate special events, bus bridges, school early-outs, and similar contingencies.

**Recommendation**

Staff is asking the Projects & Services Committee to endorse and forward a recommendation to the Board for a repeat of last year's accommodation for the PUSD summer school in 2015, operating routes 601/602 and 604 as outlined above.

## Attachments:

1. Draft Resolution 17-2015

**RESOLUTION 17-2015**

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
AUTHORIZING SUMMER SERVICE HOURS FOR ROUTES 601/602 AND 604**

WHEREAS, LAVTA currently operates school tripper service on Routes 601, 602, and 604 in the areas of Ruby Hill, Vintage Hills, Case Avenue, Fairlands, Del Prado Park, Hacienda, Valley Trails, Muirwood Park, and Foothill High School during the academic year; and

WHEREAS, LAVTA operated said routes on a pilot program basis to accommodate the summer school program in 2014, and

WHEREAS, the Pleasanton Unified School District has expressed interest and support of continuing to provide service during summer session, four days per week, in order to serve the transportation needs for their summer middle- and high school program; and

WHEREAS, LAVTA wishes to be responsive and supportive of reasonable requests by our partnership with the Pleasanton Unified School District; and

WHEREAS, the cost of the new service is relatively small and may be offset by passenger fares that the Authority believes can be reasonably expected.

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board approves providing summer service on Wheels Routes 601, 602, and 604 for four days per week in June and July 2015.

PASSED AND ADOPTED this 6th day of April, 2015.

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Scott Haggerty, Chair

Attest:

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Michael Tree, Executive Director

**AGENDA**

**ITEM 9**



STAFF REPORT

SUBJECT: Extra Service during the Alameda County Fair and the Livermore Fourth of July Fireworks Show

FROM: Christy Wegener, Director of Planning and Communications  
Cyrus Sheik, Transit Planner

DATE: March 23, 2015

---

**Action Requested**

Consider additional service on Route 8 during the period of the Alameda County Fair and on Route 15 for the Livermore Fourth of July Fireworks show.

**Background**

Last year, the Board approved extra service on Route 8 to the Alameda County Fair, which was well received by Fair patrons and was reflected in the ridership gains during Fair time. Staff noted an additional 4,000 passenger trips taken on Routes 8 and 10 during the three weeks of the Fair, compared to approximately 2,400 additional passenger trips in 2013. Staff is recommending that the same hours of additional Route 8 service be run again in 2015.

In early July 2014, Livermore Downtown requested two additional trips on Route 15 for the Livermore Fireworks show, which staff accommodated. This year, Livermore Downtown has requested additional service for the Fourth of July Fireworks show and staff is recommending that the same hours of additional Route 15 service be run again in 2015.

**Discussion**

Alameda County Fair

During the period of the County Fair (late June/early July), Wheels re-routes Route 8 (8A and 8B) from serving downtown Pleasanton to more directly serving the main gates of the Alameda County Fairgrounds on Pleasanton Avenue. Currently, the last evening run of Route 8 passes by the Fairgrounds at around 8:00 pm. Fair-goers leaving the grounds after that time do not have access to any more Route 8s, so if they traveled to the Fair by bus, they must walk a longer distance to catch Route 10, or arrange for other means to return home.

Staff is proposing to run an additional two Route 8 trips on weekdays when the Fair is open (11 days total), two extra trips on Saturdays (3 days total) and four extra trips on Sundays (3 days total). This includes additional service to be operated on the Fourth of July for the fireworks show, which falls on a Saturday.

For this extra service, staff has developed the following information regarding revenue hours and costs.

| <b>ROUTE 8 POTENTIAL FAIR HOURS EXTENSION</b>     |                |
|---|----------------|
| <b>Cost estimate</b>                              |                |
| <b>2 extra daily trips June 17 thru July 5</b>    |                |
| Daily revenue hours                               | 1.62           |
| Number of days operated                           | 17             |
| <b>Additional trip on Fair Sundays and July 4</b> |                |
| Extra hours operated                              | 2.47           |
| Total extra revenue hours                         | 29.95          |
| Total fully allocated cost                        | <b>\$2 970</b> |
| Total est'd additional rt 8 ridership             | 1 662          |
| Estimated add'l fare revenue                      | \$2 277        |
| <b>Total net cost (est'd)</b>                     | <b>\$694</b>   |

The fully allocated cost is estimated to be approximately \$3,000, based on the additional evening trips applying the line 8 Sunday routing. Based on the total additional ridership that was seen last year on this route, the incremental revenue is anticipated to offset the total cost by about \$2,300, for a total net cost of approximately \$700.

This year, due to the simplified weekday routing of routes 8A and 8B, there will be more direct service (trips) to and from the Fair. All public information materials will highlight that the fastest connection to the Fair from BART is 8A, while the fastest connection to return back to BART is 8B.

Livermore Fireworks Show

Per the request of Livermore Downtown, staff is recommending two additional trips be operated on Route 15 on the Fourth of July for the fireworks show.

| <b>ROUTE 15 POTENTIAL JULY 4 EXTENSION</b>    |              |
|---|--------------|
| <b>Cost estimate</b>                          |              |
| <b>Additional two evening trips on July 4</b> |              |
| Total extra revenue hours                     | 1.77         |
| Total fully allocated cost                    | <b>\$175</b> |
| Total est'd additional ridership              | 28           |
| Estimated add'l fare revenue                  | \$39         |
| <b>Total net cost (est'd)</b>                 | <b>\$136</b> |

The fully allocated cost of the additional Route 15 trips is anticipated to be \$175. Using the average ridership per trip on Route 15, the incremental revenue is expected to offset the total cost by approximately \$39, for a net cost of approximately \$136.

**Budget**

See tables above for total additional costs. Because the Fair straddles the end of this fiscal year and the beginning of the next year, the costs will be divided between the two years, with approximately 2/3 of the costs this fiscal year and about 1/3 in next fiscal year. The cost of the extra Route 15 service will be included in the FY16 budget.

**Next Steps**

Upon approval by the Board, staff will immediately begin work with our fixed route contractor to be able to implement these changes. LAVTA's marketing team will also begin to create public information materials highlighting both the route options and the additional service to the Fair and will reach out to BART for permission to post supplementary signage at the East Dublin/Pleasanton BART Station. Staff will work with Livermore Downtown on promotional materials for the Livermore Fourth of July Fireworks show.

**Recommendation**

The Projects & Services Committee is asked to consider the request and forward a recommendation to the full Board.

## Attachments:

1. Resolution 12-2015 Route 8
2. Resolution 13-2015 Route 15

**RESOLUTION 12-2015**

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
AUTHORIZING ADDITIONAL SERVICE FOR ROUTE 8 DURING THE ALAMEDA  
COUNTY FAIR**

WHEREAS, LAVTA currently operates Route 8 serving a corridor between the Dublin/Pleasanton BART station and downtown Pleasanton; and

WHEREAS, each year during the Alameda County Fair, LAVTA deviates Route 8 from downtown Pleasanton to instead directly serve the main gates of the Fairgrounds; and

WHEREAS, the last evening run of Route 8 passes by the Fair's gates at approximately 8:00 pm, but the activities at the Fair go beyond that time; and

WHEREAS, members of the Wheels Accessible Advisory Committee have requested that LAVTA add a 9:00 and 10:00 pm trip during the duration of the Fair to accommodate the full nightly program of the Fair; and

WHEREAS, members of the Wheels Accessible Advisory Committee have requested that LAVTA add service for the Fourth of July to accommodate the fireworks display.

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board approves providing two additional evening trips serving the Fair on Route 8 on Weekdays, and additional service on the Fourth of July.

PASSED AND ADOPTED this 6th day of April, 2015.

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Scott Haggerty, Chair

Attest:

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Michael Tree, Executive Director



**RESOLUTION 13-2015**

**A RESOLUTION OF THE BOARD OF DIRECTORS  
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY  
AUTHORIZING ADDITIONAL SERVICE FOR ROUTE 15 DURING THE  
LIVERMORE FOURTH OF JULY FIREWORKS SHOW**

WHEREAS, LAVTA currently operates Route 15 serving the Springtown Area and downtown Livermore; and

WHEREAS, this year the Livermore Fireworks Show will be held in downtown Livermore; and

WHEREAS, the last evening run of Route 15 provides service between downtown Livermore and Springtown at 9:00 pm, but the fireworks show extends beyond that time; and

WHEREAS, Livermore Downtown staff have requested that LAVTA add a 10:00 and 11:00 pm trip on the Fourth of July to accommodate the Fireworks show.

NOW, THEREFORE BE IT RESOLVED, by the Board of Directors of the Livermore Amador Valley Transit Authority that the LAVTA Board approves providing two additional evening trips on Route 15 on the Fourth of July.

PASSED AND ADOPTED this 6th day of April, 2015.

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Scott Haggerty, Chair

Attest:

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Michael Tree, Executive Director

**AGENDA**

**ITEM 10**



STAFF REPORT

SUBJECT: On-Time Performance Improvement Action Plan  
FROM: Christy Wegener, Director of Planning and Communications  
DATE: March 23, 2015

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**Action Requested**

None – Information only

**Background**

Since at least 2009, On-Time Performance percentage at Wheels has hovered in the low 80s, falling well below the Board’s goal of 95%. Staff is working hard to improve the metric, both in the short term through minor adjustments to route schedules, and long term through the implementation of the Comprehensive Operational Analysis (COA) recommendations, which will take place in mid-2016. The purpose of this staff report is to introduce to the Board the short term On-Time Performance Improvement Action Plan.

**Discussion**

On-Time Performance (OTP) is a measure of a transit system’s ability to keep to its published schedule. OTP is viewed as a measure of reliability, which is typically a major factor in an individual’s decision as to whether or not to utilize public transportation. At LAVTA, a trip/route is considered on-time if the bus arrives at the pre-designated time point within one minute early to five minutes late of the scheduled time. There are typically five to seven time points for every route, one at the beginning and at the end of each trip, and a few scattered along the route. For a given month, over 75,000 time points are measured in the overall OTP calculation for the Wheels system.

***Achieving 95% OTP***

Achieving 95% OTP would mean that the buses depart from all time points (beginning, middle and end of the route) within -1 to 5 minutes of the scheduled time. For most passengers, departing the first time point and arriving at the last time point on time are the most important time points to meet to ensure connections with trains or other buses. To ensure 95% along the full route would require extra time in the schedule to account for traffic, passenger boardings, bicycle boardings, wheelchairs, strollers/carts, etc. on every trip. The extra slack time would mean the bus would periodically have to hold at mid-route time points until it has caught up to the schedule. Having a bus hold at a time point would more than likely have a negative impact on the riders, and can be viewed as inefficient service delivery. Fine-tuning running time at a very granular level, especially to account for major

fluctuations in the peak period running times, with constant evaluation and re-adjustment, is a better way to improve OTP along the route rather than building in extra padding.

Adding recovery time to the end of the line is another way to ensure an on-time departure for routes. However, some of the most schedule-challenged routes (70X/XV, for example, operating on the highly unpredictable I-680) operate as a loop. To build in additional recovery time at the northbound terminus in Pleasant Hill would mean the bus could potentially have to hold there for 15+ minutes every trip. Since some riders board at Walnut Creek, they would be onboard the bus during the recovery time when the recovery time is not needed.

When possible, LAVTA adds at least 10% recovery time into each trip (industry standard), ensuring in most cases that the next trip begins on time. When looking at LAVTA start times for trips as a measure for OTP in February, for example, LAVTA achieves an approximate 90% OTP.

### ***Factors that influence On-Time Performance***

Traffic: Traffic has a major influence on a route's ability to stay on schedule, especially growing traffic or incidents on major roadways such as I-580 and I-680. Traffic along secondary roadways in the Tri-Valley has also increased and changed patterns over the last several years, and without a corresponding adjustment in running times within the schedule, many routes are and will be challenged to stay on time.

Running time: Many of the routes' running times have remained constant over the years or have only been slightly adjusted when segment-level issues have been identified. Past scheduling practices have focused maintaining the routes' schedule consistency (maintaining a "pulse" schedule where routes arrive/depart at the same time at key locations to facilitate transfers between routes, and maintaining consistent headways/frequencies of buses so that routes operate at 15, 20, 30 or 60 minute intervals), which has affected the OTP metric. Reassessing a full routes' running time and essentially starting from scratch on developing running times hasn't been done for some time, with the exception of the Rapid in 2011. Because of the change in congestion in the Tri-Valley, a full schedule reassessment of every route is overdue, especially in order to account for variability in running time by time of day. Additionally, the connectivity and transferability between routes and trains at key transfer locations needs to be examined and potentially modified.

Transfer activity (ACE, BART and other buses): Passengers transferring from ACE or BART to the bus may occasionally request the bus to hold to meet late-arriving trains. Current LAVTA policy is to allow for a 3-minute hold at transfer hubs when a passengers requests it. A three-minute hold at a route's departure time will have a spillover effect on its ability to remain on-time throughout the remainder of the trip. Additionally, when ACE trains run seriously late for any particular reason, Wheels buses (route 53 and/or 54) hold until the train arrives.

Passenger activity: Passengers boarding will have an impact on OTP, especially if passengers have carts or strollers, which many passengers do. Some of the 40' buses have cart/stroller areas that enable a passenger to have a seat on the bus without having to fold their stroller or cart; however, if that area is occupied, or there is a smaller bus assigned to the route, the passenger has to fold their stroller or cart which can take a significant amount of time. Staff is currently looking into the impact of having unfolded strollers or carts in the wheelchair area, when available.

Length of the Route: The longer the route, the more difficult the route's ability to remain on time. Traffic, traffic lights and passenger boarding along a lengthy route will have a cascading effect on the OTP. The shorter the route, especially the routes that remain off major arterials, historically the better the OTP. Route 70, which travels from the Dublin/Pleasanton BART Station to Walnut Creek has very low OTP; it is 20 miles long each way and often gets stuck in unpredictable I-680 traffic. The Rapid and Route 10 are also very long routes and have OTP in the low-80s.

***Steps Taken to Date***

Throughout FY2015, staff has adjusted schedules to improve OTP and connectivity within the Wheels network. The following table illustrates the actions taken to address OTP:

| <b>Date</b>   | <b>Route</b> | <b>Action</b>  |
|---------------|--------------|--|
| August 2014   | 3            | Modified alignment to utilize I-680 for PM trips to save running time                  |
| August 2014   | 15           | Modified alignment in the Walmart area to save running time                            |
| August 2014   | R            | Adjusted PM peak runtimes within west Dublin segment                                   |
| August 2014   | 70           | Adjusted runtimes between Dublin and Pleasant Hill                                     |
| August 2014   | 503          | Added mid-route recovery (time cushion) point  |
| August 2014   | 604          | Adjusted AM and PM running time  |
| August 2014   | various      | Adjusted certain specific deadhead times to improve start times on select routes/trips |
| February 2015 | 3            | Re-blocked #303 so that Route 3 starts on time   |
| February 2015 | 12           | Adjusted eastbound PM peak runtimes in Murrieta/Stanley area                           |
| February 2015 | 15           | Adjusted PM peak runtimes in Springtown area   |
| February 2015 | R            | Adjusted eastbound runtimes between Dublin and Livermore                               |

In addition, staff worked diligently to repair the two intersection queue jumps to improve the Rapid's on-time performance. The queue jumps were back in working order in January/February 2015 and staff is in the process of determining how their operation has affected the Rapid's OTP.

***Action Plan***

To continue to address the OTP and move the dial in a positive direction while the COA recommendations are being created and implemented, staff proposes the following:

- 1) Agency will complete the installation and fine tuning of critical software that is needed to monitor time points on all routes within the next three months. Staff will notify the Board when the software installation and fine tuning is complete and demonstrate to the Projects & Services Committee the effectiveness of the software in monitoring and fixing on-time performance within the system.
- 2) Improve the OTP of the Route 10 and the Rapid by 3%: Route 10 and the Rapid account for 45% of the total OTP time points (there are 75,000 time points reached per month in the system). Current average OTP for these routes is 80-81%. The agency will improve the OTP of these two routes by working with operators and fine-tuning the time points within the schedule. An improvement of 3% OTP equates to improving approximately 1,000 time points within these two routes each month from a late status to on-time.
- 3) Identify the top two worst performing routes (Route 3 and Route 54) and make adjustments to schedules to improve respective OTP by 10%. Schedule adjustments would be done without adding resources and would instead be a reflection of existing conditions.

**Impact**

The proposed changes will likely have a positive, modest impact on the calculation of OTP.

**Next Steps**

Unless otherwise directed by the Board, staff will implement the OTP Action Plan.

**AGENDA**

**ITEM 11**



## LAVTA COMMITTEE ITEMS - MARCH - JUNE 2015

### Projects & Services Committee

| <b>March</b>  | Action | Info |
|---|--------|------|
| Minutes   | X      |      |
| On Time Performance Action Plan                             |        | X    |
| Dial-A-Ride Operation Policy Modification                   | X      |      |
| Parataxi Program Modification                               | X      |      |
| Alameda County Fair and Fourth of July Service              | X      |      |
| Pleasanton Summer School Service                            | X      |      |
| Pleasanton Agreement Update                                 | X      |      |
| Current Studies   |        | X    |
| <b>April</b>  | Action | Info |
| Minutes   | X      |      |
| Fall Services Changes                                       | X      |      |
| Draft Employer Pass Program                                 |        | Info |
| <b>May</b>  | Action | Info |
| Minutes   | X      |      |
| WAAC Appointments   | X      |      |
| Marketing Work Plan   | X      |      |
| Quarterly Performance Report on Operations<br>and Marketing |        |      |
| <b>June</b>   | Action | Info |
| Minutes   | X      |      |