

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, July 2, 2014

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

TIME: 3:00 p.m.

MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:06 pm.

Members Present:

Herb Hastings	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Esther Waltz	City of Livermore
Nancy Barr	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Shirley Maltby	City of Pleasanton
Amy Mauldin	Social Services Member

Staff Present:

Kathleen Kelly	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Gregg Eisenberg	MV Transit

2. Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)

None

4. Minutes of the May 7 and June 4, 2014 Meetings of the Committee

Approved.

Hastings/Waltz

5. Electing the Chair and Vice Chair

Carmen Rivera-Hendrickson was re-elected for the Committee Chair position, and Herb Hastings was re-elected for the Vice Chair position for FY 2015.

6. Establishing Meeting Times for FY14/15

The members expressed their desire to hold WAAC meetings monthly instead of the current bi-monthly schedule for the period of six months.

Vice-Chair Hastings made a motion to recommend to the Board of Directors to hold bi-monthly WAAC meetings with a possibility of having monthly meetings starting in September, 2014 for the period of six months on the first Wednesday of each month. Waltz seconded the motion.

7. Status Report on ADA Paratransit Operations Contractor Transition

Staff gave a report on MTM's performance analysis in their first 60 days of the contract. MTM is not meeting the goal of 95% on- time performance, but is making significant improvements as the week-by-week service delivery statistics shows. Staff noted that the very late pick-up percentage has improved dramatically.

The committee also discussed the 30-minute pick-up window policy as well as the 5-minute driver wait rule. It was noted that some passengers find the 30-minute window policy confusing. WAAC members expressed their interest in participating in public outreach meetings along with staff and educating Dial-A-Ride passengers on the 30-minute window policy. Staff proposed to provide information on the Dial-A-Ride services during the service change outreach scheduled for August 2014. Staff will look to set up additional times/locations for outreach in the fall, if needed.

8. Alameda County Fair Update

Staff noted that initially there were a few complaints of some drivers not knowing about the extra service to the Fair, and this has been followed up with the contractor and complaints have stopped. Staff has officially received one complement and one complaint.

Staff reported that there will be a special deviation of deviation on the 4th of July.

9. PAPCO Report

Esther Waltz gave a report on the latest PAPCO meeting. PAPCO approved the meeting dates and times for the next FY, and held elections for the committee Chair and Vice Chair positions. Sylvia Stadmier remained the committee Chair and Will Scott remained as Vice-Chair. A presentation on Measure B Special Transportation was given.

10. Dublin/Pleasanton Bus Stop ADA Improvements

There are nine sites that have been approved for Dublin/Pleasanton ADA bus stop improvements. Staff provided the committee with the photos of each of these bus stop locations, and once the work has been completed the committee will see the “after” pictures. The project is funded with grant funds and covers infrastructure improvements. The construction should finish at the end of 2014.

11. Operation Issues – Suggestions for Changes

Sue Tuite reported that her ride to the WAAC meeting was scheduled for 2pm, but the driver arrived already at 1:20pm. Also, she needs to spell her name over and over for CSRs.

Herb Hastings stated that he has been receiving phone calls from MTM to his house phone, and not the cell phone.

Shawn Costello reported that he was left at a store, and missed his ride because the driver did not have Shawn’s cell phone. Another vehicle was sent for him about one hour later.

Carmen Rivera-Hendrickson stated that a fixed route driver once told her that she should be using Dial-A-Ride, and not fixed route. She said that the newer drivers need more sensitivity training.

Carmen Rivera-Hendrickson also reported that there have been instances in which she needs to teach the fixed route operators how to put in the buckles. There are certain buses that have buckles that don’t fit her, and when the bus makes a turn the hook-ups fall off. She recommended that the maintenance staff should leave the buckles connected for faster boarding.

12. Adjourn

The meeting was adjourned at 5:30 pm.