

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

WHEELS Accessible Advisory Committee

DATE: Wednesday, October 1, 2014

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

TIME: 3:02 p.m.

Draft MINUTES

1. Call to Order

The Vice-Chair Herb Hastings called the meeting to order at 3:02 pm.

Jen Cullen made a motion to add “Meeting Protocols” as the last item in the agenda.

Approved.

Deaton/Mack

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
Shirley Maltby	City of Pleasanton
Pam Deaton	Social Services Member
Jen Cullen	Social Services Member
Amy Mauldin	Social Services Member

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Vince Linebarger	MTM

Gregg Eisenberg

MV Transit

Members of the Public:

Richard Waltz

Wheels rider

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 September 3, 2014 Meeting of the Committee**

Approved.

Waltz/Barr

5. **Fixed Route Operational Issues – Suggestions for Changes**

Sue Tuite brought to staff's attention the amount of people who had boarded the Rapid bus with strollers and suitcases at the Stoneridge Mall bus stop. Staff noted that LAVTA is currently working on agency's stroller policy. Sue Tuite also reported that a disabled lady was upset because the Rapid bus did not stop at the Civic Center. Staff told the committee that LAVTA is getting a new shelter at that location since the previous one had been demolished due to an accident, and also noted that the driver driving the Rapid was new. Sue Tuite also mentioned that the sign at the Mall is not working. Staff said LAVTA is working with the Mall staff to get the sign powered to their facility and while this is taking place staff is installing a transit tube to that location as an immediate remedy.

Shawn Costello was interested in having a Rapid Bus Stop at the Jack London Square. Staff promised to take this suggestion into consideration, but informed the committee that the bus stop locations will be a part of the major service study and that currently there are no plans to add more stops to the Rapid line. Shawn Costello also reported that a Route 12 driver he had on his way to the WAAC meeting had hit his feet couple of times while he was boarding the bus with his power chair. He said the incident happened on the Route 12 bus, which left the BART station at 1pm.

7. **MTM Update**

Staff gave a report on MTM's performance analysis in their first five months of the contract. The on-time-performance has improved dramatically as well as the very late pick-ups. The most recent weekly statistics show a positive trend with OTP reaching over 95%. Staff also provided an analysis of when within the 30-minute pick-up are the passengers actually been picked up. The analysis showed

that within the past few weeks over 80% of the times the passengers have been picked up within the first 15 minutes of the pick-up window.

8. Dial-A-Ride Operational Issues – Suggestions for Changes

Shawn Costello said that the reservationist had only put the street name to his trip request and not the complete address. The driver left because he was waiting at the wrong building. He scheduled this ride on 9/25.

Nancy Barr reported that a driver had asked her how to get to Pet Food Express.

Pam Deaton noted that a lady had walked up to her at the Pleasanton Senior Center and was very happy about the new buses.

Herb Hastings and Sue Tuite said that the driver who drove them to the WAAC meeting did not have a topper or a badge. Vince Linebarger of MTM will be following up.

Shawn Costello said that the drivers want him to turn around facing forward, which is difficult for him, and he has lost two of his flags this way. Juana Lopez said that this is a safety issue and required for proper securement. Juana Lopez will be practicing boarding and deboarding with Shawn after the meeting.

9. PAPCO Report

Esther Waltz reported on PAPCO's July and September meetings. PAPCO had elections at their July meeting where everyone remained at their positions except for one, and Herb Hastings was elected as PAPCO's Citizens Watchdog Committee representative. At the September meeting the committee received a presentation from the Senior Support Services of the Tri-Valley Volunteer Driver Program.

10. Dial-A-Ride Customer Satisfaction Survey

Staff reported on the outcomes of the annual Dial-A-Ride Passenger Satisfaction Survey, which was conducted in July/August 2014. Staff interviewed 30 randomly selected active Dial-A-Ride passengers, which represents about 3% of the total ridership, in their level of satisfaction with different aspects of the service including the reservations process, pick-up experience, ride experience, and drop off experience. The decline in the customer satisfaction has been in the areas of the reservations/scheduling process and late pick-ups, while the respondents have consistently been happy with their drivers and the ride experience. Staff will be conducting a follow-up survey with the same respondents in October, 2014, to measure whether their opinion of the service has remained consistent, has improved or declined.

11. Alameda County Fair Update

Staff reported on the Wheels service to the Alameda County Fair this past Summer. Staff noted that it was a great year in terms of the ridership as Route 8 had about 1,500 additional riders and Route 10 showed 9% increase in the ridership during the fair period.

12. Meeting Protocols

At the previous meeting the following meeting protocols were discussed and agreed upon:

- Read the agenda
- Follow the agenda
- Everyone should be courteous
- No interruptions when people talk
- Stick to time limits
- Suggestion: 3 min limit on individual complaints
- Focus on community concerns instead of individual concerns
- Limit meetings to 90 minutes

The committee members reflected on how they felt about the WAAC meeting that had just occurred in terms of following the protocol. Jen Culling thought that the meeting went very well and the committee members should be proud of themselves. Other committee members agreed. Shawn Costello said that he is not happy with some of the protocols.

13. Adjourn

The meeting was adjourned at 5:00 pm.