

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

Tri-Valley Accessible Advisory Committee

DATE: Wednesday, January 10, 2024

PLACE: LAVTA Administrative Office

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The TAAC Chair Zack Silva called the meeting to order at 3:32 pm.

Members Present:

Shawn Costello	City of Dublin – Alternate
Judy LaMarre	City of Livermore
Susan O’Neill	City of Livermore – Alternate
Sue Tuite	City of Pleasanton
Herb Hastings	County of Alameda
Zack Silva	Social Services
Esther Waltz	PAPCO Representative

Staff Present:

Michael Tobin	LAVTA
Kadri Kulm	LAVTA
Regina Flores	MV Transit
Daisha Smith	MV Transit
Laura Corona	Transdev
Christian Sanchez	Trandev
Victor Carranza	Big Star Transit
Princess Rhoades	Big Star Transit

Others:

John Sanderson	CCCTA
Rosa Noya	CCCTA

2. **Roll Call**
3. **Approval of Agenda and Modifications in necessary**
Costello/Waltz
4. **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
5. **Minutes of the November 1, 2023 meeting of the Committee**
Approved.
Tuite/Waltz
6. **Annual Dial-A-Ride Customer Satisfaction Survey**
Staff informed the committee on the upcoming annual Dial-A-Ride customer satisfaction survey that will be conducted online and over the phone. Currently eligible ADA paratransit passengers will also be receiving a postcard in the mail about the survey. The survey is expected to be completed by end of February.
7. **Alameda CTC 2024 Discretionary Grant Program**
Staff presented to the committee LAVTA's funding request for Alameda County Transportation Commission's 2024 Discretionary Grant Program. The request includes Mobility Management, Para-Taxi PEX, and One Seat Ride Program components.
TAAC recommended that Staff submit 2024 Paratransit Discretionary Grant application(s) to Alameda County Transportation Commission.
Approved.
Hastings/Costello
8. **PAPCO Report**
Esther Waltz updated the committee on the latest PAPCO meeting. The next PAPCO meeting will be on January 22nd.
9. **Service Updates and Concerns**
John Sanderson, County Connection's new Director of ADA and Specialized Services, introduced himself to the committee.

Judy LaMarre reported she was told incorrect information when trying to make a ride reservation. Staff responded that these kinds of issues should be reported to the staff as soon as possible by calling Customer Service at 925-455-7500 or by filling out an online customer service form. All complaints reported this way will

be recorded, investigated, and followed up, and the call will be forwarded to an appropriate staff member if needed.

Herb Hasting reported that fixed route buses do not always pull up to the stop parallel to the curb, and as a result, it is difficult to get on and off.

Herb Hasting asked about the status of Clipper for ADA paratransit. John Sanderson said that this is in the works region-wide, but it not quite as straight forward process because there is a lot of backend things to be worked out.

Esther took BART late in the evening, but had difficult time catching a Wheels bus from the BART station. Staff responded that the span of service is being increased with the upcoming service change.

10. Adjournment

Meeting adjourned at 4:16 pm.