

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

**WHEELS Accessible Advisory Committee**

**Meeting**

**DATE:**      **Wednesday, May 6, 2015**

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

**TIME:**      **3:30 p.m.**

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**AGENDA**

	<b>Action Recommended by Staff</b>	
<b>1. Call to Order</b>		<b>3:30</b>
<b>A. Approval of Agenda and Modifications if     necessary</b>		
<b>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)</b>		<b>3:35</b>
<b>3. Minutes of March 3, 2015 Meeting of the Committee (please review prior to meeting)</b>	<b>Discussion &amp; Approval</b>	<b>3:40</b>
<b>4. Fixed Route Operational Issues – Suggestions for Changes</b>	<b>Discussion</b>	<b>3:45</b>

<b>5. Dial-A-Ride Operations 3<sup>rd</sup> Quarter Update</b>	<b>Information</b>	<b>3:55</b>
<b>6. Dial-A-Ride Operational Issues – Suggestions for Changes</b>	<b>Discussion</b>	<b>4:05</b>
<b>7. WAAC Recruitment for FY2016</b>	<b>Information</b>	<b>4:15</b>
<b>8. USDOT Reasonable Modification Rule Procedures/Policies Development</b>	<b>Information</b>	<b>4:20</b>
<b>9. Wheels’ Signage at the BART Station for the Upcoming Pleasanton Fairground Events</b>	<b>Discussion</b>	<b>4:25</b>
<b>10. PAPCO Report</b>	<b>Information</b>	<b>4:35</b>
<b>11. LAVTA’s Annual Submittal for ACTC’s Measure B and BB Funds</b>	<b>Information</b>	<b>4:40</b>
<b>12. Clipper Implementation</b>	<b>Information</b>	<b>4:45</b>
<b>13. Wheel Fixed Route Comprehensive Operational Analysis (COA) Update</b>	<b>Information</b>	<b>4:50</b>
<b>14. WAAC Meeting Schedule</b>	<b>Discussion</b>	<b>4:55</b>
<b>15. Adjournment</b>	<b>Information</b>	<b>5:00</b>

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.

*I hereby certify that this agenda was posted 72 hours in advance of the noted meeting.*

*/D Stout/*

*LAVTA Administrative Services Department*

*4/30/15*

*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**



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

**WHEELS Accessible Advisory Committee**

**DATE:** Wednesday, March 4, 2015

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

**TIME:** 3:30 p.m.

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**Draft MINUTES**

**1. Call to Order**

The Chair Pro-Tem Shawn Costello called the meeting to order at 3:30 pm.

Members Present:

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 – called in via telephone
Shirley Maltby	City of Pleasanton
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Bertha (Ally) Macias	MTM
Gregg Eisenberg	MV Transit

Members of the Public:

Mary McNamara	SSPTV
Mary Anna Ramos	Wheels rider
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)**

Richard Waltz asked for the restoration of the morning and afternoon commute of the Route 18. He said he realizes that the middle and high school students need transportation going to and from school in the afternoon; however, this without the morning and afternoon commute makes it very difficult for the rest of the passengers that need to go to the Granada Shopping Center, for example, almost impossible.

**4. Minutes of the January 14, 2015 Meeting of the Committee**

Approved.

Waltz/Mack

Costello and Rivera-Hendrickson abstained.

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

Shawn Costello said that if there was a Rapid stop by the Jack London Square it would be easier to come to LAVTA meetings. Staff informed the committee of a big study of the entire Wheels bus system, which may recommend adding a bus stop.

**7. Dial-A-Ride Operations 2<sup>nd</sup> Quarter Update**

Staff gave a report on MTM's performance analysis for the FY 2015 second quarter that covers the months of October, November and December, 2014. The second quarter on-time performance in the current fiscal year was 97.9% compared to 95.5% for the same quarter during the previous fiscal year.

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

Shawn Costello reported that he called the Dial-A-Ride reservations line after 5pm the day prior and after being on hold for a long time he was told he cannot make a reservation after 5pm for the following day.

Nancy Barr complimented Dial-A-Ride reservationists Donna and Roxanne.

**9. PAPCO Report**

Esther Waltz reported on PAPCO/Para-TAC joint meeting on 2/23/15. The Committees approved the final version of the Implementation Guidelines and there was a discussion on Countywide Transit Plan.

**10. Dial-A-Ride Policy Modification**

Staff proposed adding more detail to the Dial A Ride Operational Policies on how the eligibility denials appeals process works. The proposed language states

that if the decision is not made by the 31<sup>st</sup> day after receiving an appeal, appellant may request use of paratransit services until a decision is made.

Approved.

Costello/Waltz

Rivera-Hendrickson abstained

**11. Dial-A-Ride Policy Brochure Update**

The committee members reviewed the updated brochure and offered their feedback and recommendations.

Approved with changes knowing that this is a fluid document.

Waltz/Mack

Rivera-Hendrickson abstained

**12. Para-Taxi Program Update**

Staff proposed two administrative changes to the Para-Taxi program: change the reimbursement period from 'unlimited' to receipts must be submitted within 60-days of the trip taken and 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 be reissued once. The committee 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.

Approved with changes.

Deaton/Waltz

Rivera-Hendrickson abstained

**13. WAAC Recruitment**

Staff announced openings for the WAAC membership for FY16. The applications are due April 17, 2015.

**14. Clipper Implementation Oral Update**

The staff updated the committee that LAVTA is scheduled to become part of the Clipper system as of Fall, 2015.

**15. Adjourn**

The meeting was adjourned at 5:00 pm.

**AGENDA**

**ITEM 5**





**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: FY 2015 3<sup>rd</sup> Quarter Report – Dial A Ride Operations

FROM: Kadri Klm, Paratransit Planner

DATE: March 4, 2015

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**Action Requested**

Information only

**Background**

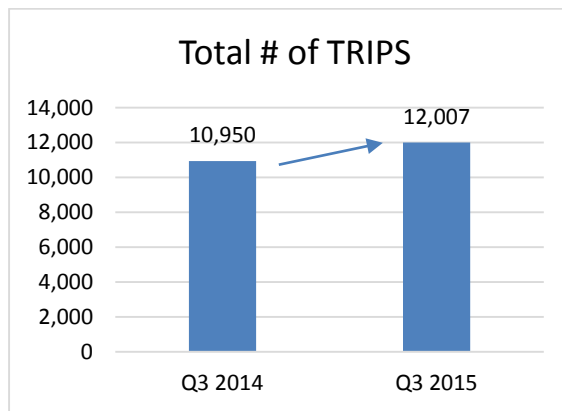
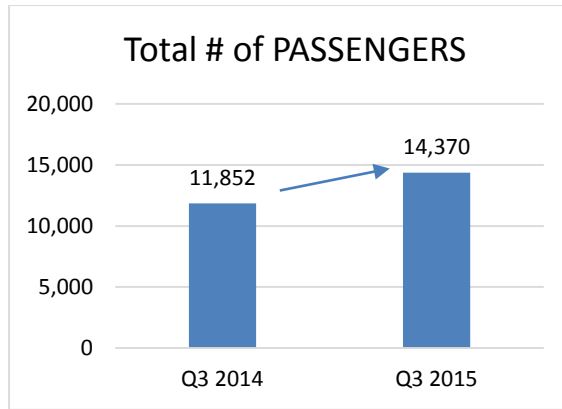
This report is intended to provide the Committee with a summary and analysis of LAVTA’s ADA Paratransit (Wheels Dial-A-Ride) operations for the third quarter of FY2015 (January to March, 2015).

**Discussion**

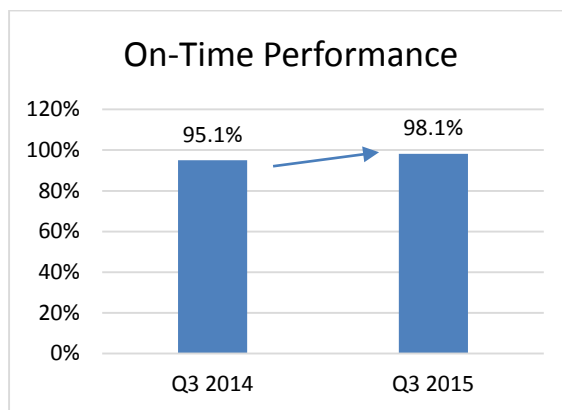
The table below displays the Quarter 3 Total Ridership and On-Time-Performance by month:

Performance Metric	Q3 Fiscal Year 2015		
	January	February	March
Total Ridership	4,517	4,674	5,179
On Time Performance	99.3%	98.1%	96.9%

The FY2015 Q3 total number of passengers served on paratransit, which includes personal care attendants (PCAs) and companions, has increased by 21.2% when compared to the same three months the year prior, and the number of trips during the same time period has increased by 9.7 %, as the following two charts illustrate.

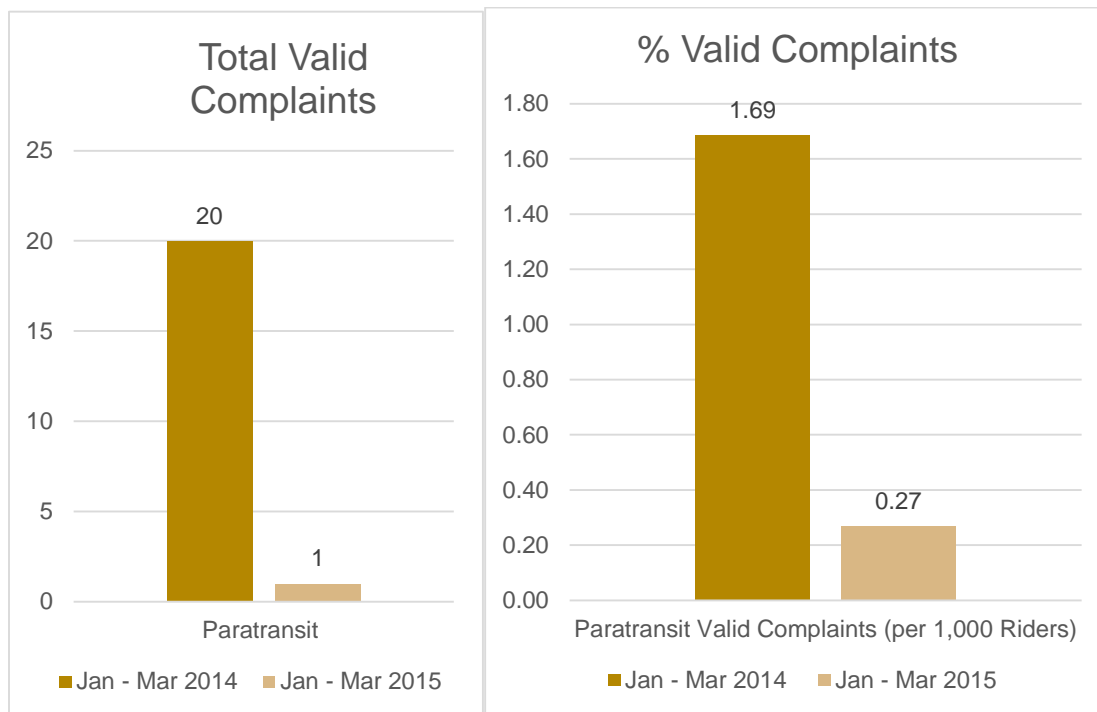


The on-time performance (OTP) for the FY 2015 Q3 is 98.1% compared to 95.1% for the same quarter during the previous fiscal year (3.2% increase) as shown in the chart below.



## Customer Service

LAVTA's Service Quality Standards Index, a measurement of performance for contractors, tracks the number of valid complaints for both fixed route and paratransit service.



Paratransit contractor was different in FY14, and staff is continuing to monitor the issues for the new contractor and very pleased to note the significant decrease in the number of complaints. During the January-March 2015 timeframe there was only one (1) valid complaint total made regarding the paratransit service.

### Next Steps

None

### Recommendation

None – information only.

**AGENDA**

**ITEM 7**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: WAAC Recruitment for Positions 2015/2016

FROM: Kadri Klm, Paratransit Planner

DATE: May 6, 2015

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**Action Requested**

Information only.

**Background**

In June 2015, terms will expire for six WAAC members:

1. Sue Tuite – Alameda County Alternate
2. Shawn Costello – Dublin Representative
3. Esther Waltz – Livermore Representative
4. Nancy Barr – Livermore Alternate
5. Carmen Rivera-Hendrickson – Pleasanton Representative
6. Shirley Maltby – Pleasanton Alternate

**Discussion**

LAVTA received eight (8) applications for FY 2015/16 open positions:

Dublin (1 member and 1 alternate needed)

- Shawn Costello

Livermore (1 member and 1 alternate needed)

- Esther Waltz
- Nancy Barr
- Mary Anna Ramos

Pleasanton (2 members and 1 alternate needed)

- Carmen Rivera-Hendrickson
- Glenn Hage
- Shirley Maltby

Social Services (1 alternate needed)

- None

County of Alameda Seat (1 alternate needed)

- Sue Tuite
- Esther Waltz (city Livermore seat is her primary choice and the county seat is her secondary choice)
- Mary-Anna Ramos (city Livermore seat is her primary choice and the county seat is her secondary choice)

**Next Steps**

Per WAAC bylaws, LAVTA's Board of Directors will review the applications and select WAAC members. New appointees will be ratified at the Board's June meeting and start serving in the committee as of July, 2015.

Attachment:

- WAAC Applications

Livermore/Amador Valley Transit Authority  
1362 Rutan Court, Suite 100, Livermore, CA 94551

**APPLICATION FOR MEMBERSHIP ON LAVTA'S  
"WHEELS ACCESSIBLE ADVISORY COMMITTEE" (WAAC) OF THE  
LIVERMORE/AMADOR VALLEY TRANSIT AUTHORITY**

**POSITION:**

**CHECK ONE**

- Dublin Resident \_\_\_\_\_
- Pleasanton Resident ✓
- Livermore Resident \_\_\_\_\_
- LAVTA Service Area Resident \_\_\_\_\_
- (Representing Alameda County) \_\_\_\_\_
- Social Services Agency \_\_\_\_\_

**GENERAL INFORMATION**

Name Carmen Rivera-Hendrickson

Agency (if applicable) \_\_\_\_\_

Address P.O. Box 1625

City Pleasanton Home # 925-339-0899 Work # \_\_\_\_\_

Email address: xarrihen29@yahoo.com

Are you a senior (65 years of age or older)? No, 51

Position (Check One) \_\_\_\_\_ Senior ✓ Disabled \_\_\_\_\_ Other \_\_\_\_\_

1. Do you or your clients use Dial-A-Ride? If yes, how often?

Yes ~~When I can~~  
I have money to use the service

2. Do you or your clients use Fixed Route service? If yes, how often?

Yes

3. In a single statement, why do you want to be on this committee?

Well we need to represent the consumer and provide very good service to them.

4. What skills and knowledge do you feel you bring to this committee?

I a leader, I am well invested in the way transportation is provided to those that I can speak for things.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

Yes, I am flexible

6. Please include any additional information that may assist the decision making process.

Well I think you know me very well and what I stand for.

Please send the filled out application to:

Attn: Kadr Kulm  
LAVTA/Wheels  
1362 Rutan Court, Suite 100  
Livermore, CA 94551

Appointment to this Committee

**PLEASE DO NOT WRITE IN THIS SPACE**



### APPLICATION FOR WAAC MEMBERSHIP

#### GENERAL INFORMATION

Name Esther Ann Waitz

Agency (if applicable) \_\_\_\_\_

Address 1001 MURRIETA BLVD #122

City LIVERMORE Zip 94550

Home # 925-443-2385 Work # \_\_\_\_\_ Mobile # 925-858-3823

Email address: Annica45@comcast.net

**Which of the following open positions are you applying for?**  
(May check more than one, if applicable.)

- City of Dublin \_\_\_\_\_
- City of Pleasanton \_\_\_\_\_
- City of Livermore ✓
- Alameda County ✓
- Social Services Agency \_\_\_\_\_

**You are eligible for your position because you are**

**A resident of the City or County and are**

- Elderly \_\_\_\_\_
- Disabled ✓
- A Caretaker for a Disabled person ✓

**Or**

Employed in Social Services in the Tri Valley \_\_\_\_\_

1. Do you or your clients use Dial-A-Ride? If yes, how often?

No at the moment

2. Do you or your clients use Fixed Route service? If yes, how often?

Yes, I use Fixed Route daily, and

3. In a single statement, why do you want to be on this committee?

I'm already a committee member, I enjoy assisting senior citizens and disabled community members.

4. What skills and knowledge do you feel you bring to this committee?

Teaching people how to read bus schedules,

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule? Yes

6. Please include any additional information that may assist the decision making process.

## APPLICATION FOR WAAC MEMBERSHIP

### GENERAL INFORMATION

Name Glenn L Hage

Agency (if applicable) \_\_\_\_\_

Address 862 Bonde Court

City Pleasanton Zip 94566

Home # 925/546-2440 Work # \_\_\_\_\_ Mobile # \_\_\_\_\_

Email address: glhage99@yahoo.com

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MAR 20 2015  
Livermore Amador Valley  
Transit Authority

**Which of the following open positions are you applying for?**  
(May check more than one, if applicable.)

- City of Dublin \_\_\_\_\_
- City of Pleasanton 1
- City of Livermore 2
- Alameda County \_\_\_\_\_
- Social Services Agency \_\_\_\_\_

**You are eligible for your position because you are**

**A resident of the City or County and are**

Elderly ✓ 83

Disabled ✓ blue tag walk short distance

A Caretaker for a Disabled person \_\_\_\_\_

**Or**

Employed in Social Services in the Tri Valley \_\_\_\_\_

1. Do you or your clients use Dial-A-Ride? If yes, how often?

no

2. Do you or your clients use Fixed Route service? If yes, how often?

rarely wheels  
BART, SF MUNI often ~ monthly

3. In a single statement, why do you want to be on this committee?

interest in public transportation

4. What skills and knowledge do you feel you bring to this committee?

data analysis  
experience - carpool, bus, rail commutes  
- 3, 2, 4, 2

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

yes retired (rise late)

6. Please include any additional information that may assist the decision making process.

committee memberships: Livermore-Amador-Symphony 12 years ca 2000-10  
BART citizens-extension ca. 1972  
RPEA (CALPERS retiree assn.) sec. 2000-2010  
Mended Hearts chapter, Fremont sec. ca. 1995 #5  
Pleasanton General Plan 1995, citizens

END OF APPLICATION



## APPLICATION FOR WAAC MEMBERSHIP

### GENERAL INFORMATION

Name MARYANNA RAMOS

Agency (if applicable) \_\_\_\_\_

Address ~~3828~~ 3828 East AVE

City LIVERMORE, CA Zip 94550

Home # \_\_\_\_\_ Work # \_\_\_\_\_ Mobile # \_\_\_\_\_

Email address: none

**Which of the following open positions are you applying for?**  
(May check more than one, if applicable.)

City of Dublin	<u>X</u>
City of Pleasanton	_____
City of Livermore	<u>X</u>
Alameda County	<u>X</u>
Social Services Agency	_____

**You are eligible for your position because you are**

**A resident of the City or County and are**

Elderly \_\_\_\_\_

Disabled \_\_\_\_\_

A Caretaker for a Disabled person \_\_\_\_\_

**Or**

Employed in Social Services in the Tri Valley \_\_\_\_\_

1. Do you or your clients use Dial-A-Ride? If yes, how often?

EVERY DAY

2. Do you or your clients use Fixed Route service? If yes, how often?

no they drive

3. In a single statement, why do you want to be on this committee?

I like to bring up that needs to be talked about

4. What skills and knowledge do you feel you bring to this committee?

I know a lot about Tri Valley

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

yes very often

6. Please include any additional information that may assist the decision making process.

I am good natured + smile a lot, and am a graduate of  
Henry College - 20 years LVN course.

### APPLICATION FOR WAAC MEMBERSHIP

**RECEIVED**  
MAR 02 2015  
Livermore Amador Valley  
Transit Authority

#### GENERAL INFORMATION

Name Nancy BARR  
Agency (if applicable) \_\_\_\_\_  
Address 1867 Montecito Circle  
City Livermore Zip 94551  
Home # (925) 245-1810 Work # N/A Mobile # \_\_\_\_\_  
Email address: NANWESTEN@COMCAST.NET

**Which of the following open positions are you applying for?**  
(May check more than one, if applicable.)

- City of Dublin \_\_\_\_\_
- City of Pleasanton \_\_\_\_\_
- City of Livermore X \_\_\_\_\_
- Alameda County \_\_\_\_\_
- Social Services Agency \_\_\_\_\_

**You are eligible for your position because you are**

**A resident of the City or County and are**

- Elderly \_\_\_\_\_
- Disabled X \_\_\_\_\_
- A Caretaker for a Disabled person \_\_\_\_\_

**Or**

Employed in Social Services in the Tri Valley \_\_\_\_\_



1. Do you or your clients use Dial-A-Ride? If yes, how often?

4 To 6 Trips per week

2. Do you or your clients use Fixed Route service? If yes, how often?

I do not use Fixed Route because of physical limitation

3. In a single statement, why do you want to be on this committee?

I have been an alternate. I want to be advanced to a member in Livermore and continue to represent my committee. I have filled in at meetings when the Livermore member could not make the meetings

4. What skills and knowledge do you feel you bring to this committee?

Current experience as an alternate on this committee for several years and a driver of Dial-A-Ride for 18 years

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

I can attend meetings on a regular basis at any time.

6. Please include any additional information that may assist the decision making process.

I enjoy my position. I enjoy the drivers how they drive, their cleanliness of the vehicles and report to the office any dangerous or complimentary issues/driver. I also enjoy the dispatchers. We have a good support.

END OF APPLICATION



### APPLICATION FOR WAAC MEMBERSHIP

#### GENERAL INFORMATION

Name Shawn Costello

Agency (if applicable) \_\_\_\_\_

Address 5450 Demarcus Blvd. #210

City Dublin Zip 94568

Home # 425-551-8082 Work # \_\_\_\_\_ Mobile # \_\_\_\_\_

Email address: sshawncostello@yahoo.com

**Which of the following open positions are you applying for?**  
(May check more than one, if applicable.)

- City of Dublin X
- City of Pleasanton \_\_\_\_\_
- City of Livermore \_\_\_\_\_
- Alameda County \_\_\_\_\_
- Social Services Agency \_\_\_\_\_

**You are eligible for your position because you are**

**A resident of the City or County and are**

Elderly \_\_\_\_\_

Disabled X

A Caretaker for a Disabled person \_\_\_\_\_

**Or**

Employed in Social Services in the Tri Valley \_\_\_\_\_

1. Do you or your clients use Dial-A-Ride? If yes, how often?

yes I do, at least three times a month.

2. Do you or your clients use Fixed Route service? If yes, how often?

I take fixed route all the time, at least 2-3 times a week.

3. In a single statement, why do you want to be on this committee?

I am an original member of this committee and I really love to help people and I want to make sure everyone gets a great service.

4. What skills and knowledge do you feel you bring to this committee?

I have served on this committee for 16 years. I bring a lot of myself to the committee and I don't want to leave anyone out - will give 100% to

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

yes, very flexible.

this committee

6. Please include any additional information that may assist the decision making process.

I have been on 4 committees and this is my favorite committee to be on. I hope you will let me stay on it permanently.

END OF APPLICATION

## APPLICATION FOR WAAC MEMBERSHIP

### GENERAL INFORMATION

Name SHIRLEY MALTBY

Agency (if applicable) \_\_\_\_\_

Address 5140 CASE AVE - C-201

City PLEASANTON Zip 94566

Home # 925-931-0937 Work # \_\_\_\_\_ Mobile # \_\_\_\_\_

Email address: shirley218@att.net

**RECEIVED**  
MAR 25 2015  
Livermore Amador Valley  
Transit Authority

**Which of the following open positions are you applying for?**  
(May check more than one, if applicable.)

- City of Dublin \_\_\_\_\_
- City of Pleasanton ✓
- City of Livermore \_\_\_\_\_
- Alameda County \_\_\_\_\_
- Social Services Agency \_\_\_\_\_

**You are eligible for your position because you are**

**A resident of the City or County and are**

- Elderly ✓
- Disabled \_\_\_\_\_
- A Caretaker for a Disabled person \_\_\_\_\_

**Or**

Employed in Social Services in the Tri Valley \_\_\_\_\_



1. Do you or your clients use Dial-A-Ride? If yes, how often?

I'M UNAWARE IF ANY DO - BUT FOR SURE  
MOST OF THE DO AT SOME TIME

2. Do you or your clients use Fixed Route service? If yes, how often?

yes - mostly once a week  
OR AS NECESSARY  
FROM PLEASANTON SR. CENTER  
FIXED RTE SERVICES

3. In a single statement, why do you want to be on this committee?

AS A VOLUNTEER WITH THE TRANSIT  
GROUP AT THE PLEASANTON SENIOR CENTER,  
I FEEL THIS GROUP WOULD BE  
EXTREMELY HELPFUL.

4. What skills and knowledge do you feel you bring to this committee?

SINCE I HAVE BEEN A VOLUNTEER TRAVEL  
TRAINER AT THE SENIOR CENTER FOR  
OVER 2 1/2 YEARS - I FEEL I COULD  
HELP IN SEVERAL WAYS AS WELL AS  
LEARN A LOT FROM OTHERS THRU WAAC.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

YES - I HAVE A FLEXIBLE SCHEDULE

6. Please include any additional information that may assist the decision making process.

AS A RETIRED SENIOR, I FEEL I CAN  
EASILY RELATE TO ANY TRANSIT PROBLEMS  
THE SENIORS MAY HAVE AND CAN HELP  
THEM OVERCOME  
END OF APPLICATION ANY OBSTACLES:

## APPLICATION FOR WAAC MEMBERSHIP

### GENERAL INFORMATION

Name Sue Tuite

Agency (if applicable) \_\_\_\_\_

Address 5300 Iron Horse Parkway #257

City Dublin Zip 94568

Home # 803-7704 Work # NONE Mobile # 339-5620

Email address: Tuite.sue@yahoo.com

**Which of the following open positions are you applying for?**  
(May check more than one, if applicable.)

City of Dublin	_____
City of Pleasanton	_____
City of Livermore	_____
Alameda County	<input checked="" type="checkbox"/> _____
Social Services Agency	_____

**You are eligible for your position because you are**

**A resident of the City or County and are**

Elderly \_\_\_\_\_

Disabled  \_\_\_\_\_

A Caretaker for a Disabled person \_\_\_\_\_

**Or**

Employed in Social Services in the Tri Valley NO

1. Do you or your clients use Dial-A-Ride? If yes, how often?

yes Not very often

2. Do you or your clients use Fixed Route service? If yes, how often?

yes very often

3. In a single statement, why do you want to be on this committee?

I Love being with people and being on a committee.

4. What skills and knowledge do you feel you bring to this committee?

I bring Lots of updates to the committee

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

yes all the time

6. Please include any additional information that may assist the decision making process.

I want to assist other people with things.

**AGENDA**

**ITEM 11**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Annual Program Submittal for ACTC Measure B Funding

FROM: Kadri Klm, Paratransit Planner

DATE: March 6, 2015

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**Action Requested**

This is an informational item.

**Background**

Each year, Alameda CTC Measure B recipients are required to submit an annual program submittal describing paratransit services to be delivered and a budget for these services. The annual submittal also contains the total estimated Measure B revenues available to programs to provide these services. The program managers are required to present their annual program submittals to PAPCO's sub-committee, who forwards their recommendations to the full PAPCO.

On November 4, 2014 Alameda County voters said yes to Measure BB, passing this critical transportation measure with 70 percent support, which provides additional funding for transportation for people with disabilities. As such the FY2016 submittal is for both Measures B and BB revenues.

**Discussion**

LAVTA's portion of the projected Measures B and BB combined revenues for paratransit for the next fiscal year (2015/2016) is \$442,073 per year, which is 24% of LAVTA's total annual paratransit budget.

Attached is LAVTA's Annual program plan, which was approved by PAPCO Finance Subcommittee on April 29, 2015.

**Recommendation**

Information only.

**Attachments:**

1. Annual Submittal for Alameda CTC Measures B and BB Funding





## **Annual Paratransit Program Plan Application for Measure B and Measure BB Funding Fiscal Year 2015-2016 (July 1, 2015 - June 30, 2016)**

### **Requirements and Instructions**

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding to participate in an Annual Paratransit Program Plan Review. Recipients are required to complete and submit a program plan application to Alameda CTC that outlines their anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities.

### **Paratransit Program Plan Application Deadline: April 3, 2015**

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments (Tables A, B and C of the provided MS Excel workbook)
3. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/26/15

**Submit both files via email by April 3, 2015 to Naomi Armenta: [narmenta@alamedactc.org](mailto:narmenta@alamedactc.org). Hard copies are not required.** Clearly label both the Word document and the Excel workbook with your agency name and date in the file name (e.g., Albany\_FY15-16\_Paratransit\_Program\_Application.doc).

If you have questions, please contact Naomi Armenta via email or at (510) 208-7469.

## FY 2015-16 Paratransit Program Plan Application

### Due by April 3, 2015

CONTACT INFORMATION	
Agency:	Livermore Amador Valley Transit Authority
Contact Name:	Kadri Kulm
Title:	Paratransit Planner
Phone Number:	925-455-7555
E-mail Address:	kkulm@lavta.org

Date Submitted: 4/3/15\_\_\_\_\_

### TYPES OF SERVICES PROVIDED

1. **What type of paratransit projects and programs will be funded, fully or partially, with Measures B and BB Direct Local Distribution (pass-through) and Gap Grant funds?** To answer this question, complete the Table A attachment (Table A tab of the Microsoft Excel workbook).

Below is a list of the types of services/programs that are eligible for Alameda CTC funding. For detailed information about these eligible services, including minimum service requirements, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/26/15 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA-mandated Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- **City-based Door-to-Door:** Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- **Taxi Program:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis at a reduced fare.

- **City-based Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- **Accessible Fixed-Route Shuttle:** Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- **Group Trips Program:** Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- **Volunteer Driver Program:** Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- **Mobility Management/Travel Training:** Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision").
- **Scholarship/Subsidized Fare Program:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently, only existing operating programs can continue to use Measure B funds for these service costs. No new meal delivery services can be established.
- **Capital Expenditure:** Capital purchase or other capital expenditure.

**1A. Provide a short narrative description of your agency's FY 2015-16 program:**

All Measure B and BB funding will be used to provide the "Wheels Dial-A-Ride" ADA mandated door-to-door paratransit service. The Wheels Dial-A-Ride service area covers the cities of Livermore, Dublin and Pleasanton, and goes beyond the ADA 3/4 mile minimum boundary requirement along the Wheels fixed route. Dial-A-Ride operates at the same time when Wheels fixed route is operating.

Through a memorandum of understanding, the City of Pleasanton provides ADA mandated coverage to Pleasanton residents for trips with both an origin and destination in Pleasanton from 8:00am to 5:00pm Monday - Friday. LAVTA provides ADA paratransit services both before and after Pleasanton's in-service hours and on the weekends for local Pleasanton trips.

Dial-A-Ride operations and maintenance are provided by Medical Transportation Management, Inc. (MTM) in FY15/16.

LAVTA also provides the same day Para-Taxi service, which is partially New Freedom grant funded and partially LAVTA general fund funded.

**1B. Explain how the suite of services offered is targeted towards the seniors and people with disabilities in your community. Why have these services been selected to meet the trip needs of your consumers over other eligible service types? How do these services enhance their quality of life and help them meet basic life needs?**

Being a fixed route public transit operator in Livermore, Dublin and Pleasanton, LAVTA provides the ADA mandated paratransit service for the same three cities, and goes beyond the ADA minimum requirements. Since the ADA paratransit requires at least a day in advance reservation LAVTA also provides the same day Para-Taxi service. Seniors and people with disabilities can travel on fixed route for half fare and participate in LAVTA's free travel training program.

**1C. List the most common trip destinations for seniors and people with disabilities in your community that your services are designed to serve , e.g. dialysis centers, hospitals, major shopping complexes, senior centers.**

The facilities Wheels Dial-A-Ride riders most frequently travel to include:

- Dialysis centers (Livermore DaVita Dialysis, Pleasanton DaVita Dialysis)
- Nursing homes (Pleasanton Nursing and Rehab, Silver Oak's Manor, Tiffany Gardens, VA nursing home)
- Hospitals (Kaiser in Livermore and Pleasanton, V.A. hospital in Livermore, Valley Care Medical Center in Pleasanton, Valley Memorial in Livermore)
- Senior centers (Livermore, Dublin, Pleasanton)
- Senior housing complexes (Dublin Ranch, Arbor Vista, Ridgeview Commons)

**2. Will your agency's program for FY 2015-16 conform to the Paratransit Program Implementation Guidelines, as required? (FY 2015-16 Programs are *required* to conform to the Implementation Guidelines, revised February 2015)**

Yes     No

**2A. If "No", explain below and contact Alameda CTC staff to discuss (prior to April 3, 2015)**

**3. If proposing service changes from the current year, FY 2014-15, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of seniors and people with disabilities in your community to meet their basic life needs.

On March 13, 2015 the USDOT issued the "Reasonable Modification" final rule, which goes into effect on July 13, 2015. As a result, LAVTA along with other public transit agencies, is in the process of developing a "Reasonable Modification" plan/process.

## DEVELOPMENT OF PROGRAM PLAN

- 4. How was consumer input sought in development of the program and selection of the services offered?** Describe all general outreach activities undertaken in connection with this plan, including consumer or public meetings; meetings with other agencies; presentations to boards, commissions, or committees. If possible provide dates for these activities. Note below if this plan was reviewed by a local paratransit advisory committee, including the name of the committee, and the date of the meeting.

LAVTA has a passenger advisory committee (WHEELS Accessible Advisory Committee or WAAC) that meets to discuss passenger concerns and advise LAVTA with the improvement of its services and facilities. The WAAC is comprised of membership from each jurisdiction and social/human services agencies. Service provision for customers and the planning process for the implementation of new services is coordinated through the WAAC. In FY15 these meetings occurred on 07/02/14, 09/03/14, 10/01/14, 01/14/15, and 03/04/15.

- 5. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.**

The following table compares the average ratings of the July, 2014 and October, 2014 customer satisfaction survey results.

Service Aspect	July 2014		October 2014	
	Mean	Median	Mean	Median
Reservation	3.67	4	4.29	5
Pickup	3.58	4	4.11	4
Ride	4.6	5	4.68	5
Dropoff	4.1	5	4.61	5
Overall rating	3.55	4	4.36	4

\*The surveyors asked passengers to rate different service aspects on a 1 to 5 scale where 1 meant "very poor" and 5 was "excellent".

\*The July 2014 survey was conducted with 30 participants and the same participants were followed up with in October 2014 to see if their opinions about the service had changed.

The rider satisfaction scores in October, 2014 increased significantly when comparing them to the scores from July, 2014. It is staff's observation that customer satisfaction scores are very closely correlated to on-time-performance and valid customer complaints per 1,000 rides metrics, which both have been on a positive trend.

**6. Describe how results from the community outreach, surveys and/or analysis described in Questions 4 and 5 were used to guide the development of the program plan.**

The service is constantly under review by staff and the public is welcome to comment to staff and to the Board in person, via mail, via email, or telephone. Through the public input LAVTA has received and the survey results LAVTA has a better understanding which aspects of the service quality need more attention.

**7. Was this program plan approved by a governing body (or is it scheduled for action)?**

Yes

No

If yes, provide the planned or actual approval date.

May 4, 2015

**OUTREACH**

**8. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?**

LAVTA fully markets its services and provides information to customers desiring information regarding both paratransit and fixed route services via brochures, website, and outreach events. The LAVTA staff also visit senior centers, senior housings and community events to provide information about different services, including the complimentary wheelchair marking and tether strap program, complementary travel training program, and Para-Taxi program. This information is also available on LAVTA web site at [www.wheelsbus.com](http://www.wheelsbus.com).

**ELIGIBILITY AND ENROLLMENT**

**9. What are your requirements for eligibility? (E.g., age, residency, income requirements for any scholarship and fare subsidy components of the program and how qualifying income is documented/verified).**

LAVTA participates in the Bay Area regional ADA paratransit eligibility determination program. LAVTA uses paper applications and requires a medical care professional's verification for determining eligibility.

**10. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.**

LAVTA has an ADA mandated 21 calendar day window for the completion of applications. Average completion time is 7 days. Applicants who have critical medical needs, such as dialysis patients, are given higher priority in the application process.

**EXPECTED DEMAND/USE OF SERVICES**

**11. How many program registrants do you anticipate for FY 2015-16? Fill in the box below.**

<b>FY 2015-16 Estimated Registrants</b>
1,400

**11A. Do you expect your program registration to increase, decrease or stay the same compared to the current year, FY 2014-15, and why?**

About the same.

**12. Do you expect the total number of one-way trips provided by your program to increase, decrease or stay the same compared to the current year, FY 2014-15? Why?**

About the same or slightly higher based on the trend over the past few years.

**CUSTOMER SATISFACTION**

**13. Describe your complaint and commendation process.** Describe your process from beginning to end, including instructions you provide to customers for filing program suggestions, complaints or commendations, your documentation procedures and your follow up.

*(See questions 13A and 13B that follow)*

The customers can either call the customer service phone line at 925-455-7500 or enter their complaint or commendation via the online form on [www.wheelsbus.com](http://www.wheelsbus.com). When customers file a complaint or commendation, the complaint/commendation and all information are entered into a web-based customer service database, which assigns the complaint/commendation to a LAVTA or contractor staff member based on the department in question. LAVTA and/or contractor staff will investigate complaint and, if requested, get back to the customer with the result.

**13A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received.**



In the beginning of the FY14/15 on-time performance was an issue.

**13B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

To improve the on-time performance the following changes were implemented in the Fall of 2014:

- Dispatching, Scheduling and Regional Trip Coordination were moved 100% to MTC's Livermore office
- Drivers started using radios to communicate with the dispatch office

Since the changes were implemented the OTP has been well above the contractual requirement of 95%.

## VEHICLE FLEET

**14. Provide details regarding your vehicle fleet.** To answer this question, complete the Table C Attachment (Table C tab) in the excel workbook.

## CAPITAL PURCHASES

**15. Describe any planned capital expenditures, such as purchase of vehicles or durable equipment, below.**

No capital expenditures are anticipated in FY 15-16.

## FINANCES: PROGRAM REVENUE AND COST

**16. Detail your FY 2015-16 program's total estimated revenue (all fund sources) and total cost by completing the Table B Attachment (the Table B tab of the Excel workbook).** For program components funded with a Measure B Gap Grant, in Table B, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

**17. Describe below the “Management/Overhead” and “Customer Service and Outreach” costs included in the Table B Attachment and how these cost allocations were determined?** (These two categories are defined under Question 1). *The amount spent on Customer Service/Outreach and Management/Overhead is to be included as part of the total program cost, even if it is not funded with Alameda CTC funding. This includes city/agency staff time paid for by a city’s general fund.*

**17A. Management/Overhead Costs**

Management and overhead costs were allocated by taking the salary of the full time paratransit planner salary and benefits, plus training costs. Added to this was a percentage of the Department Directors’ salary and benefits based on anticipated time spent on paratransit oversight (10%), additionally 10% of the salary and benefits from our customer outreach coordinator was included as she helps process applications. Additional costs were added based on expected postage and printing for mailing to paratransit clients, plus a portion of the utility costs based on the amount of space take up by paratransit operations vs fixed route operations (15%).

**17B. Customer Service and Outreach Costs**

**PROGRAM FUNDING RESERVES**

**18. If your paratransit program contains a Measure B/BB Direct Local Distribution fund balance at the end of FY 2014-15, as show in Table B, please explain how you anticipating expending these funds in FY 2015-16.**

LAVTA does not anticipate a fund balance by the end of FY 15-16.

**18A. Of the projected FY 2015-16 revenue, how much will be identified for anticipated project expenditures in FY 15/16, and how much will be directed towards an Operational, Undesignated or Capital Fund Reserve?** (Per the Master Program Funding Agreements, up

to 50% of annual Measure B/BB revenue can be directed towards an Operational Reserve and up to 10% towards an Undesignated Reserve, for a maximum allowable reserve balance of 60% of annual Measure B/BB Paratransit DLD revenue).

100% of the measure B/BB funds for FY15/16 will be expended in FY 15/16.

**18B. If your agency's use of the Operational and Undesignated Fund Reserves exceeds the 60% collectively allowed for FY 2015-16, please explain why your agency's is not increasing your activities/expenditures in FY 2015-16 to come under the allowable limit. Note that any reserve allocations above the 60% limit will require a Request for Exemption to the Timely Use of Funds and Reserve Policies that is approved by the Commission through the Annual Program Compliance Process.**

**MISCELLANEOUS**

**19. Use this space to provide any additional notes or clarifications about your program plan.**





For Trip Provision Services			
Column G	Column H	Column I	Column J
<b>Vehicle Accessibility</b>  <i>Drop-down Menu</i>	<b>Is this a same day or pre-scheduled service?</b>  <i>Drop-down Menu</i>	<b>Is this a fixed route or origin-to-destination service (e.g. door-to-door)?</b>  <i>Drop-down Menu</i>	<b>Service Area</b>
Accessible	Consumers must schedule in advance	Origin-to-Destination	Livermore, Dublin, and Pleasanton
Accessible	Consumers must schedule in advance	Origin-to-Destination	Livermore, Dublin, and Pleasanton
Not Accessible	Consumers can schedule a same day trip	Origin-to-Destination	Livermore, Dublin, and Pleasanton

Eligibility	Status	Deliverables	Notes
Column O	Column P	Column Q	Column R
<b>Eligibility Requirements</b>	<b>Project Status</b>  <i>Drop-down Menu</i>	<b>Quantity Planned FY 15-16</b> Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	<b>Miscellaneous Notes</b> (If necessary, provide any notes/clarification about trip/program)
Need to be ADA Paratransit Certified by any transit agency that provides FR service.	Continuing or Ongoing	46000 trips	The number of trips planned is the estimated ridership based on usage and current trend. LAVTA provides as many rides as needed.
Need to be ADA Paratransit Certified by any transit agency that provides FR service.	Continuing or Ongoing	46000 trips	The number of trips planned is the estimated ridership based on usage and current trend. LAVTA provides as many rides as needed.



**Cell: A4**

**Comment:** Service/Program Type: (See Implementation Guidelines for more information on these eligible service types)

- Management/Overhead: Program oversight, planning, budgeting, participation in regional/countywide meetings. Please include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- Customer Service/Outreach: Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Please include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- ADA-mandated Paratransit: Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act.
- City-based Door-to-Door: Pre-scheduled, accessible, door-to-door service provided by city. Provides a similar level of service to mandated ADA services; designed to fill gaps not met by ADA-mandated providers and/or relieve ADA-mandated providers of some trips.
- Taxi Program: Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis at a reduced fare.
- City-based Specialized Accessible Van Service: Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a taxi program that does not meet critical needs for particular trips in accessible vehicles in certain communities.
- Accessible Fixed-Route Shuttle: Generally accessible vehicles that operate on a fixed route and schedule to serve common trip origins and destinations, e.g. senior centers, medical facilities, grocery stores, BART stations, other transit stations, community centers, commercial districts, and post offices.
- Group Trips Program: Round-trip accessible van rides for pre-planned outings or to attend specific events or go to specific destinations for fixed amounts of time, e.g. shopping trips or religious services. Trips usually originate from a senior center or housing facility.
- Volunteer Driver Program: Pre-scheduled, door-through-door services that are generally not accessible; rely on volunteers to drive eligible consumers for critical trip needs, such as medical trips. May also have an escort component.
- Mobility Management/Travel Training: Covers a wide range of activities, such as travel training, trip planning, and brokerage. Does not include provision of trips. (This is considered "non-trip provision")
- Scholarship/Subsidized Fare Program: Program to subsidize any service for customers who are low-income and can demonstrate financial need.
- Meal Delivery (only existing programs are eligible; no new programs can be established): Program to fund meal delivery to the homes of individuals who are transportation disadvantaged. Currently operating programs can continue to use Measure B funds for these service costs, but new meal delivery services cannot be established.
- Capital Expenditure: Any capital purchase or other capital expenditure.

**Cell: G4**

**Comment:** Accessibility:

Accessible: Able to serve consumers with mobility devices

Non-Accessible: Not able to serve consumers with mobility devices

**Cell: H4**

**Comment:** Timing:

Please indicate the predominant timing of your service. E.g. if a service is mostly pre-scheduled but takes occasional same day requests on a space-available basis, please indicate "Pre-scheduled"

Pre-scheduled: To utilize this service, consumer must make a reservation in advance of the day trip is taken.

Same day: Service is provided on a same-day basis, does not require advance reservation

**Cell: I4**

**Comment:** Origins and Destinations:

Fixed Route: Service operates on a fixed route with no deviations

Fixed Route with Deviations: Service operates on a fixed route, but deviates to major origins/destinations on occasion, such as a senior center.

Origin-to-Destination: Service provides curb-to-curb, door-to-door or door-through-door service for consumers.

**Cell: H25**

**Comment:** Project Status:

- To be initiated in FY 15-16



- Continuing/ Ongoing
- To be closed out in FY 15-16

**Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 - June 30, 2016)**

**Table B Attachment: Program Revenue, Cost and Fund Sources**

<b>Total FY 2015-16 Program (Measure B, Measure BB and all other funds)</b>	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (June 30, 2015)	
Projected FY 2015-16 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2014-15 (as of June 30, 2015, based on Q4 FY14/15 BB)	
Projected FY 2015-16 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	
<b>Total FY 2015-16 Measure B and BB Paratransit DLD Revenue</b>	
Total FY 2015-16 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	
<b>Total FY 2015-16 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2015-16)	

<b>Service/Program Name</b>		<b>Total FY 2015-16 Program Revenue (Measure B, Measure BB and all other funds)</b>				
<b>Column A</b>	<b>Column B</b>	<b>Column C</b>	<b>Column D</b>	<b>Column E</b>	<b>Column F</b>	<b>Column G</b>
<b>Service/Program/Project Name</b> <i>Automatically populated from prior sheet (column B)</i>	<b>Quantity Planned for FY 15-16</b> <i>Automatically populated from prior sheet (column Q)</i>	<b>Amount of RESERVE Measure B Paratransit DLD funds</b>	<b>Amount of FY 2015-16 Measure B Paratransit DLD funds</b>	<b>Amount of Remaining FY 2014-15 Measure BB Paratransit DLD funds</b>	<b>Amount of FY 2015-16 Measure BB Paratransit DLD funds</b>	<b>Amount of OTHER Measure B/BB funds</b>
Wheels Dial-A-Ride	46000 trips	\$ -	\$ 164,161	\$ -	\$ 277,912	\$ -
Para-Taxi	2,000					
Management / Overhead	0					
0	0					
0	0					
0	0					
0	0					

**Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 - June 30, 2016)**

**Table B Attachment: Program Revenue, Cost and Fund Sources**

0	0					
0	0					
0	0					
0	0					
0	0					
0	0					
<b>Totals</b>	<b>2,000</b>	<b>\$ -</b>	<b>\$ 164,161</b>	<b>\$ -</b>	<b>\$ 277,912</b>	<b>\$ -</b>

<b>PARATRANSIT DLD RESERVE BALANCES</b>	<b>Measure B</b>	<b>Measure BB</b>
Projected Maximum Allowable Reserve Balance (60% of FY 2015-16 revenue):	\$98,497	#NAME?
Estimated Reserve Balance, June 30, 2016:	\$0	\$0
<b><i>Reserve check - over maximum (red)/ under (green):</i></b>	<b><i>-\$98,497</i></b>	<b><i>#NAME?</i></b>

**Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 - June 30, 2016)**

**Table B Attachment: Program Revenue, Cost and Fund Sources**

Revenue available for FY 2015-16)	
	\$0
	\$164,161
(projections distributed by the Alameda CTC)	\$0
	\$277,912
	<b>\$442,073</b>
	\$1,373,933
	<b>\$1,816,006</b>

Program Costs by Fund Source (funds planned to be expended during FY 2015-16)					Total Cost
Column H	Column I	Column J	Column K	Column L	Column M
<b>What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)</b>	<b>Fare Revenue expected from service</b>	<b>Fare Revenue to be expended on service</b>	<b>Amount of all other (Non-Alameda CTC) funds (not including fares)</b>	<b>What is the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)</b>	<b>Total Cost (all sources)</b> <i>Automatically calculated</i>
	\$ 155,050	\$ 155,050	\$ 1,000,922	Federal, STA, TDA	\$ 1,598,045
			\$ 20,000	Federal, TDA	\$ 20,000
			\$ 197,961	Federal, STA, TDA	\$ 197,961
					\$ -
					\$ -
					\$ -
					\$ -



**Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 - June 30, 2016)**

**Table B Attachment: Program Revenue, Cost and Fund Sources**

**Cell:** M5

**Comment:** The Measure BB remaining balance is only to include the portion of the Measure BB projections for FY14/15 that were not spent in (accrued to) FY 14/15. This balance is being allowed to roll over to FY 15/16, but it will be counted, along with the new Measure BB FY15/16 revenue, towards the Measure BB FY 15/16 reserve limit.

**Cell:** E13

**Comment:** from row 3 above

**Cell:** J13

**Comment:** If the amount of fare revenue to be expended is less than the amount of fare revenue expected, please provide an explanation under the Miscellaneous section of application (question 19.)

**Cell:** A27

**Comment:** TOTALS WILL CALCULATE AUTOMATICALLY

**Cell:** I27

**Comment:** WILL CALCULATE AUTOMATICALLY

**Cell:** J27

**Comment:** WILL CALCULATE AUTOMATICALLY

**Cell:** K27

**Comment:** WILL CALCULATE AUTOMATICALLY

**Cell:** M27

**Comment:** TOTAL WILL CALCULATE AUTOMATICALLY

Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)

Table C Attachment: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged in
KIA	Minivan	2010	Gasoline	none	5	0	1	Ace Medical Transportation	Ontario
KIA	Minivan	2008	Gasoline	none	5	0	1	Ace Medical Transportation	Ontario
DODGE	minivan	2006	Gasoline	Rear Ramp	3	1	1	Ace Medical Transportation	Oakland
DODGE	Minivan	2007	Gasoline	Rear Ramp	3	1	1	Ace Medical Transportation	Ontario
DODGE	Minivan	2009	Gasoline	side ramp	5	1	1	Ace Medical Transportation	Livermore
DODGE	Minivan	2014	Gasoline	side ramp	5	1	1	Ace Medical Transportation	Pleasanton

**Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)**

**Table C Attachment: Vehicle Fleet**

DODGE	Minivan	2014	Gasoline	none	5	0	1	Ace Medical Transportation	Dublin
KIA	Minivan	2012	Gasoline	none	5	0	1	Ace Medical Transportation	Ontario
Ford	Van	2005	Gasoline	Rear Lift	2	2	1	Ally Friendly Transportation	Oakland
DODGE	Minivan	2014	Gasoline	Rear Ramp	3	1	1	Ally Friendly Transportation	Livermore
Ford	Van	2010	Gasoline	Rear Lift	5	1	1	Cabulance Comfort Inc	San Ramon
DODGE	Sprinter Van	2007	Diesel	Rear Lift	2	2	1	Cabulance Comfort Inc	San Ramon
DODGE	Van	1999	Gasoline	Rear Lift	5	1	1	Cabulance Comfort Inc	San Ramon
Ford	Van	2003	Gasoline	Rear Lift	5	1	1	Cabulance Comfort Inc	San Ramon
Chevy	Minivan	2006	Gasoline	side ramp	2	0	1	Desoto access	Pleasanton
DODGE	Minivan	2014	Gasoline	side ramp	3	1	1	Ride-right	Livermore
DODGE	Minivan	2014	Gasoline	side ramp	3	1	1	Ride-right	Livermore
DODGE	Minivan	2014	Gasoline	side ramp	3	1	1	Ride-right	Livermore
DODGE	Minivan	2010	Gasoline	side ramp	2	1	1	Secure Transportation	Livermore
DODGE	Minivan	2010	Gasoline	side ramp	2	1	1	Secure Transportation	Livermore
DODGE	Minivan	2010	Gasoline	side ramp	2	1	1	Secure Transportation	Livermore



**Alameda CTC Paratransit Program Application - FY 2015-2016 (July 1, 2015 through June 30, 2016)**

**Table C Attachment: Vehicle Fleet**

DODGE	Minivan	2010	Gasoline	side ramp	2	1	1	Secure Transportation	Livermore
DODGE	Minivan	2010	Gasoline	side ramp	2	1	1	Secure Transportation	Livermore
DODGE	Minivan	2010	Gasoline	side ramp	2	1	1	Secure Transportation	Livermore
Chevy	Minivan	2002	Gasoline	side ramp	2	1	1	TriValley Transportation	Livermore
DODGE	Minivan	2014	Gasoline	Rear Ramp	5	1	1	TriValley Transportation	Livermore

**AGENDA**

**ITEM 12**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Update on Clipper Card Implementation at LAVTA

FROM: Michael Tree, Executive Director

DATE: May 6, 2015

**Action Requested**

Informational item only.

**Background**

As you are aware, the Clipper card is a reloadable contactless smart card used for electronic transit fare payment in the Bay Area. First introduced as Translink in 2002, it was rebranded to its current form in 2010.

Currently, there are 13 Bay Area transit agencies using the Clipper card, with the East Bay Operators of County Connection, Tri-Delta Transit, WestCAT and Wheels scheduled to come online with Clipper in October of 2015.



**Update**

The Clipper Card project is current on schedule for implementation at LAVTA in October. During the months of March and April the site work was completed in the Tri-Valley area. Additionally, modeling of the business rules was completed using Clipper equipment. The next step is the hardware installation from May through September.

Staff will be available to provide additional information and answer questions at the meeting.

**Recommendation**

N/A

**AGENDA**

**ITEM 13**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Update on the Comprehensive Operational Analysis

FROM: Michael Tree, Executive Director

DATE: May 6, 2015

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**Action Requested**

Informational item only.

**Background**

For the first time in many years, LAVTA has hired a consultant to perform a Comprehensive Operational Analysis (COA) of LAVTA's fixed route system. A COA is a thorough assessment of how well a transit system is operating and makes suggestions on how to improve service. The recommendations of the COA form the foundation for the agency's short-term transit planning.

Specific elements of the COA include a review of the system's goals and objectives, a full description of current conditions, such as current and past ridership and operating statistics, a peer review, a review of plans and projects from regional agencies, and a market analysis that includes the service area's population, demographic characteristics, and activity centers.

The COA will develop service alternatives and the public's response to those recommendations. At the conclusion of the planning efforts, a preferred alternative will be presented to the agency policy makers for approval and implementation—a roadmap for future service.

**Update**

In March the LAVTA Board awarded the COA project to Nelson/Nygaard. March and April have been months of study review and data collection. A passenger survey has been conducted onboard fixed route buses. Next will

come an existing conditions review, a service standards review and market research.

In July the first round of meetings will be held to review the consultant's findings and take input from the public. The specific dates for the meetings in July are being set in early May. The second round of meetings for the public to review service alternatives is scheduled to take place in November.

Within the next few weeks website will be introduced for the public to learn more about the COA and to keep abreast of current information, meetings, and materials. Opportunities will also exist on the website to take surveys and make comments on the project.

Staff will make regular reports to the WAAC Committee to keep them in tune with this important study.

**Recommendation**

N/A

Attachments: None