

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

**WHEELS Accessible Advisory Committee**

**Meeting**

**DATE:** Wednesday, April 6, 2016  
**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 January 6, 2016 and March 8, 2016 Meetings of the Committee (please review prior to meeting)</b>	<b>Approval</b>	<b>3:40</b>

<b>4. Dial-A-Ride Customer Satisfaction Survey of 2015 Verbal Comments Analysis</b>	<b>Information</b>	<b>3:45</b>
<b>5. Subscription/Calendar Trip Gap</b>	<b>Information</b>	<b>3:55</b>
<b>6. WAAC Recruitment for FY 2017</b>	<b>Information</b>	<b>4:05</b>
<b>7. LAVTA's Annual Program Submittal for ACTC Measure B and BB Funding</b>	<b>Information</b>	<b>4:15</b>
<b>8. PAPCO Report</b>	<b>Information</b>	<b>4:25</b>
<b>9. Chair's discussion with Committee</b>	<b>Discussion</b>	<b>4:35</b>
<b>10. Dial-A-Ride Operational Issues – Suggestions for Changes</b>	<b>Discussion</b>	<b>4:40</b>
<b>11. Fixed Route Operational Issues – Suggestions for Changes</b>	<b>Discussion</b>	<b>4:50</b>
<b>12. Adjournment</b>		<b>5:00</b>

Next meeting Wednesday, May 4, 2016,  
3:30pm

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

*Jennifer Suda*

*LAVTA Administrative Services Department*

*3/31/16*

*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, January 6, 2016

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

**TIME:** 3:33 p.m.

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**DRAFT MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:33 pm.

Members Present:

Herb Hasting	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Nancy Barr	City of Livermore
Mary Anna Ramos	City of Livermore – Alternate
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Michael Tree	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Ally Macias	MTM
Gregg Eisenberg	MV Transit

Members of the Public:

Cheryl S. Hyer	Carmen Rivera-Hendrickson’s PCA
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**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.

**3. Minutes of the October 28, 2015 Meeting of the Committee**

Approved.

Tuite/Waltz

**4. Comprehensive Operational Analysis (COA) Update**

The staff updated the committee that the preferred alternative COA scenario is currently being created by the Nelson\Nygaard consultant team and is scheduled to be introduced to the LAVTA's Board of Directors at the February 1<sup>st</sup> Board meeting. At that time, the Board will provide feedback on the proposed changes and will most likely be asked to open the official public comment period and set the public hearing date for March 7<sup>th</sup>. A presentation of the preferred alternative is also scheduled to be held at the March 8<sup>th</sup> WAAC meeting. According to the draft timeline the public comment period is scheduled to be closed on March 11<sup>th</sup> and the Board is scheduled to consider approval of route changes on April 4<sup>th</sup>, 2016. The changes would likely go into effect in January, 2017.

The member of the public and WAAC Chair's PCA Sheryl Hyek provided a comment saying that she has been a Pleasanton resident for 10 years and rides Route 10 all the time. She stated that going to Dublin has been difficult because of having to transfer from the Route 10 to the Rapid bus, which makes the trip 10-15 minutes longer. When she gets off the Route 10 she often sees Rapid pulling away. Because of this she makes trips to Dublin on the weekends when Rapid is not running. It has never worked for her. She would like to see a solution where she wouldn't have to transfer buses when traveling only 3 miles.

Shawn Costello added that he has problems with Rapid as well as he cannot maneuver his wheelchair well on Rapid buses and ramps.

**5. Dial-A-Ride Customer Satisfaction Survey**

The staff presented a summary of the latest annual Dial-A-Ride customer satisfaction phone survey that was conducted by a third party surveyor who interviewed 100 passengers. The overall satisfaction scores have increased when comparing them to the scores from prior years and the satisfaction was very high across all stages of the rider experience with average being from 4.37 to 4.61

points on a 5-point scale. The 2015 survey showed the four-year highest ratings in the areas of pick-up experience and overall rating.

In addition to the quantitative scores for different aspects of the Dial-A-Ride service the surveyors also encouraged responders to provide any verbal open-ended feedback/comments/suggestions about the service. The committee members were interested in seeing a more detailed analysis of the open-ended verbal comments/concerns. It was also recommended that if there is a concern the surveyor should ask for a phone number for the follow-up.

#### **6. FY 2016 Quarter 1 Dial-A-Ride Operational Analysis**

The staff presented the committee with the FY 2016 Quarter 1 operational analysis, which covers the months of July to September, 2015. The ridership has increased dramatically with the number of trips increasing close to 30% when comparing it to the same three months the year prior. Much of this increased ridership is contributed to the adult day care programs, nursing homes, and dialysis centers. The on-time performance was 97.1%, which is above the 95% contractual requirement.

Staff noted that it is working with the contractor to be more efficient when providing the service. For example, limiting the number of subscription trips, as per board policy, and negotiating with riders their trip times when necessary.

#### **7. Dial-A-Ride Comprehensive Riders Guide**

The staff informed the committee on the plan to create a comprehensive Dial-A-Ride riders' guide/booklet, which describes Dial-A-Ride policies in greater detail than the current brochure and does it in a user-friendly format. The committee members received a copy of the comprehensive Board-approved policies and the draft table of contents for the upcoming booklet. If the committee members have comments or suggestions about the booklet they are encouraged to forward these to LAVTA staff by February 3, 2016.

#### **8. PAPCO Report**

Esther Waltz gave a report on the November, 2015 PAPCO meeting. The committee discussed the quarterly paratransit strategic planning workshop that was held in October, reviewed the draft implementation guidelines, and received the reports on GAP grant recipients and East Bay Paratransit.

#### **9. Next WAAC Meeting Date/Time**

The next WAAC meeting date and time were moved to Tuesday, March 8, 2016 at 3pm. The date and time were moved due to the COA consultant's availability for the COA presentation to the WAAC.

Approved.  
Hastings/Waltz

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

Herb Hastings reported that the Dial-A-Ride reminder call doesn't mention the local reservations phone number. MTM staff replied that the automated calls are conducted by a different company and therefore the phone number cannot be rerouted. MTM is going to check if a message that lists the regular reservations number can be recorded.

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

Carmen Rivera-Hendrickson reported a new driver attitude and inappropriate language use issue toward wheelchair users and their personal care attendants. She also said that Easter Seals has a driver sensitivity training video that both fixed route and Dial-A-Ride could utilize for their driver training.

Shawn Costello reported that some drivers have maneuvered his chair for him. He also offered that he can help drivers at their sensitivity trainings.

Sue Tuite asked about the progress on the tree trimming project. Staff said that the trimmings have been completed.

Carmen Rivera-Hendrickson asked about the solar lighting. Staff said that the agency has received a grant for shelter lighting projects and intends to improve the lighting in bus stops in 2016.

**12. Adjourn**

The meeting was adjourned at 5:20 pm.



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

**WHEELS Accessible Advisory Committee**

**DATE:** Tuesday, March 8, 2016

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

**TIME:** 3:00 p.m.

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**DRAFT MINUTES**

**1. Call to Order**

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:00 pm.

Members Present:

Herb Hasting	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Glenn Hage	City of Pleasanton – Alternate
Russ Riley	City of Livermore
Nancy Barr	City of Livermore
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member
Esther Waltz	PAPCO Representative

Staff Present:

Michael Tree	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Ally Macias	MTM
Peter Lawson	MV

Members of the Public:

Thomas Wittmann  
Jeffrey Smith

Nelson\Nygaard  
DAR 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.

**3. Comprehensive Operational Analysis (COA) Update**

Thomas Wittmann from Nelson\Nygaard presented COA's preferred alternative and the committee members offered their feedback on a route-by-route bases. The guiding principles for the preferred alternative include improving the overall ridership and the ridership and farebox recovery ratio of Rapid, improving access to BART and Las Positas College, and simplifying the service. The routes proposed be changed include:

- Rapid
- Route 1
- Route 3
- Route 8
- Route 10
- Route 11
- Route 14
- Route 15
- Route 54
- New Route 580X
- East Dublin school trips

The proposed routes for deletion include:

- Route 2
- Route 9
- Route 12
- Route 12X
- Route 20X
- Route 51
- Livermore school trippers
- Route 70XV

The Committee submitted the following comments:

Overall comment – Do not change the route numbers.

Route 1 – The future Water Park in Dublin would need service; also, Emerald Glen Park should have bus service.

Route 3 – There is a Community Center off Shannon Ave in Dublin that should be served by Route 3.

Route 8 – Needs to provide service to the Alameda County Fair.

Route 10 – Should continue to go to the Mall.

Route 14 – Should be named Route 12.

Route 12/14 – Should provide service along Rutan to the Wheels office.

Rapid – Should continue to go to the Mall.

The Chair noted that the remaining agenda items could not be discussed during the time allotted for the meeting. Therefore, a special WAAC meeting will be held on April 6<sup>th</sup>.

## **12. Adjourn**

The meeting was adjourned at 5:08 pm.

**AGENDA**

**ITEM 4**



STAFF REPORT

SUBJECT: Dial-A-Ride Passenger Survey 2015 Follow-Up

FROM: Kadri Klm, Paratransit Planner

DATE: April 6, 2016

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**Action Requested**

None. This is an informational item only.

**Background**

At the January 2016 WAAC meeting the staff presented a summary of the latest annual Dial-A-Ride customer satisfaction phone survey that was conducted by a third party surveyor who interviewed 100 passengers. The quantitative customer satisfaction scores had increased when comparing them to the scores from prior four years and the satisfaction was very high across all stages of the rider experience with average being from 4.37 to 4.61 points on a 5-point scale.

In addition to the quantitative scores for different aspects of the Dial-A-Ride service the surveyors also encouraged responders to provide any verbal open-ended feedback/comments/suggestions about the service. These comments were presented to the WAAC at their January 2016 meeting. The committee members were interested in seeing a more detailed analysis of the open-ended verbal comments/concerns. It was also recommended that if there is a concern the surveyor should ask for a phone number for the follow-up.

**Discussion**

This section will analyze the 100 verbal comments received from the 100 passengers interviewed. Please see the *Attachments 1* and *2* for a graphical presentation of the comments as well as the table.

Thirty four people (34%) did not have any comments when asked, 28 passengers (28%) had positive feedback and they expressed appreciation for the service. The highest number of negative feedback had to do with late pick-ups

and long travel times with 8 people (8%) reporting that there have been times when their ride has been late and four people (4%) complaining about long travel times. Three people (3%) had a general concerns. The following areas each had two people (or 2%) reporting it as a concern: vehicle maintenance (2%), reservations (2%), call center out of the area (2%), safety (2%), and routing (2%). One person (1%) was unhappy about the vehicle type and one (1%) said the driver was a no-show. LAVTA staff constantly monitors the on-time performance as well as the ride length statistics. Currently the OTP is considerably above the 95% contractual requirement. According to the ADA the a trip on a paratransit vehicle should take about the same amount of time as a similar trip on an existing fixed route system, including travel time to and from a bus stop, and any transfer time.

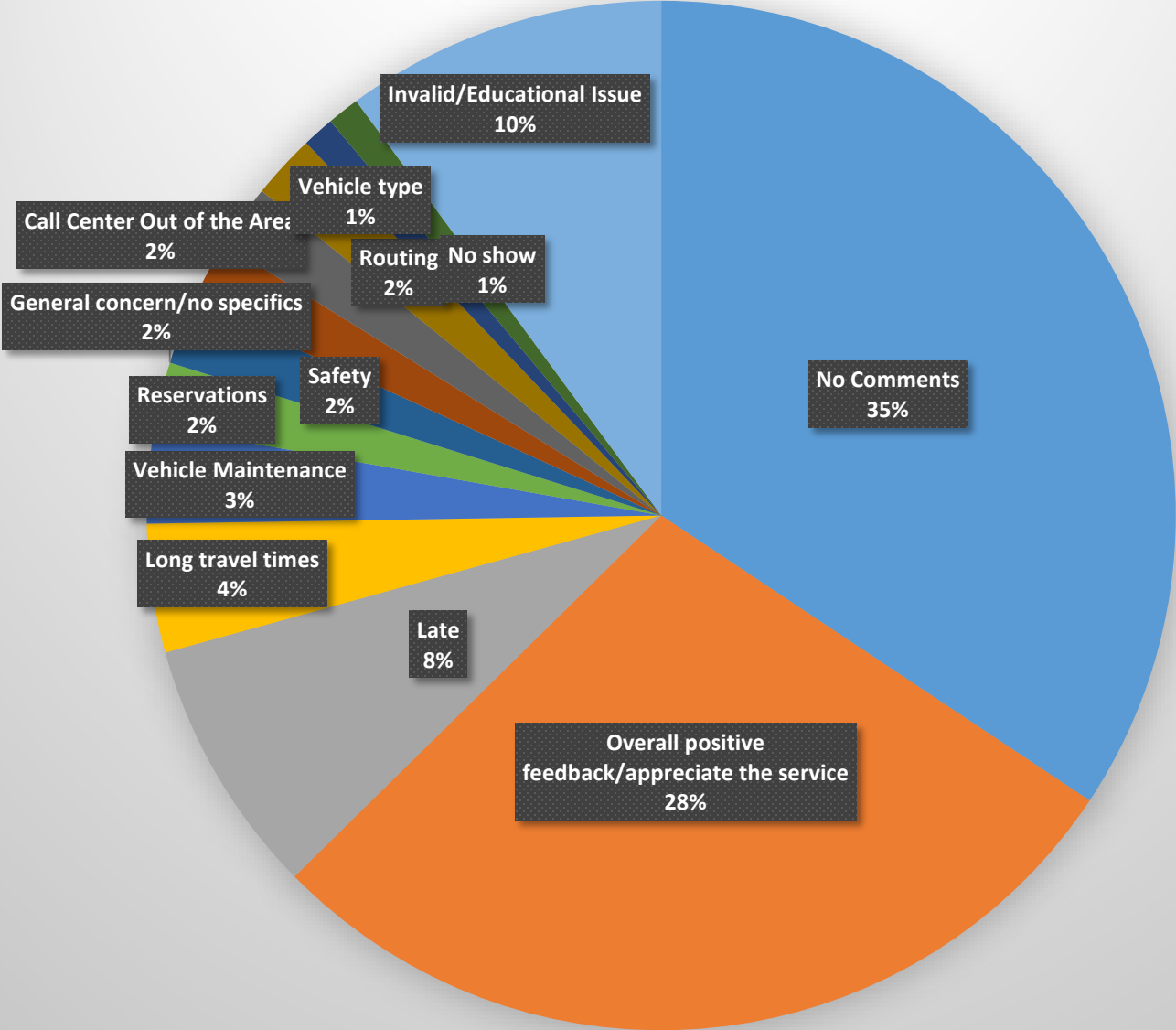
Since most of the above possibly valid verbal passenger concerns are impossible to validate without additional information, LAVTA is planning to add a question about whether the passenger would be willing to give his/her phone number for the staff follow-up in the next customer satisfaction survey.

There were 10 comments/concerns (10%) total that LAVTA staff considers invalid because of the nature of the ADA paratransit service and the staff therefore identified these as areas in which passengers can be provided more education. Out of the 10% invalid/educational issue comments 2 people (2%) didn't like regional/inter-agency trips, 1 person (1%) did not like the vehicle types used for Wheels Dial-A-Ride service, 1 passenger (1%) wanted to do changes to the drop-off location while onboard a Dial-A-Ride vehicle, 1 person (1%) wanted to know how to get Dial-A-Ride tickets, one passenger (1%) didn't like the half-hour pick-up window policy, one person (1%) wanted to know how to sign up, one (1%) said Dial-A-Ride is too expensive, and one (1%) wanted the same driver for the return ride. Staff is preparing a comprehensive "Riders Guide" where such aspects of the service can be explained in more detail and in a user friendly format. LAVTA staff is also working with County Connection's LINK service to better coordinate the trips between LAVTA service area and Contra Costa County.

LAVTA will continue to closely monitor customer satisfaction and following up on the comments/feedback received from the survey respondents.

Attachments:

1. Dial-A-Ride Survey Comments Graph
2. Dial-A-Ride Survey Comments Table



	Unable to Validate w/o More Information	Invalid/Educational Issue
No comments	34	
Overall positive feedback/appreciate the service	28	
Late	8	
Long travel times	4	
Vehicle Maintenance	3	
General concern/no specifics	2	
Reservations	2	
Call Center Out of the Area	2	
Safety	2	
Routing	2	
Vehicle type	1	1
No show	1	
Regional trips		2
Wanting to do changes to drop off location while in the vehicle		1
Half an hour window		1
How to get tickets		1
How to sign up		1
Pick-up window		1
Too expensive		1
Wants same driver for the return ride		1
Wants to change drop off location while in vehicle		1
<b>TOTAL</b>	<b>89</b>	<b>11</b>



**AGENDA**

**ITEM 5**



**S T A F F   R E P O R T**

SUBJECT: Subscription Trip Cancellations

FROM: Christy Wegener, Director of Planning and Communications

DATE: April 6, 2016

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**Action Requested**

Information only.

**Background**

In order to manage the increasing demand for paratransit services, LAVTA staff have begun to enforce several existing paratransit policies, including limiting the number of subscription trips to a maximum of 50% of the daily number of trips.

**Discussion**

The number of paratransit trips has been increasing significantly in FY2016. In January 2016, LAVTA staff brought an information item to the Projects and Services Committee that detailed six ways to manage the growing paratransit demand (Attachment 1). One of the ways to manage the demand is to enforce the Board-approved policy of a maximum of 50% subscription trips.

Currently, LAVTA provides over 60% subscription trips on any given day. In February, staff identified in a “last in-first out” methodology the most recently booked subscription trips that would need to be cancelled in order to reduce the subscription rate to 50%. Approximately 22 people’s subscription services were identified for cancellation. A letter was sent to the first 11 people in early February, informing them that their subscription service would be cancelled around the end of February, but that they were still eligible for Dial-A-Ride services by calling in their reservations each week. LAVTA staff also followed-up with phone calls. The remaining 11 individuals will be receiving letters in early March. A sample letter is attached.

LAVTA staff has also worked with its paratransit contractor MTM and their reservationists to no longer accept any new subscription trips until otherwise notified.

**Attachments:**

1. January 25, 2016 Projects and Services Committee Paratransit Staff Report
2. Sample Subscription Trip Cancellation Letter

## LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

## STAFF REPORT

**SUBJECT:** Paratransit Discussion

**FROM:** Michael Tree, Executive Director  
Christy Wegener, Director of Planning & Communications

**DATE:** January 25, 2016

### Action

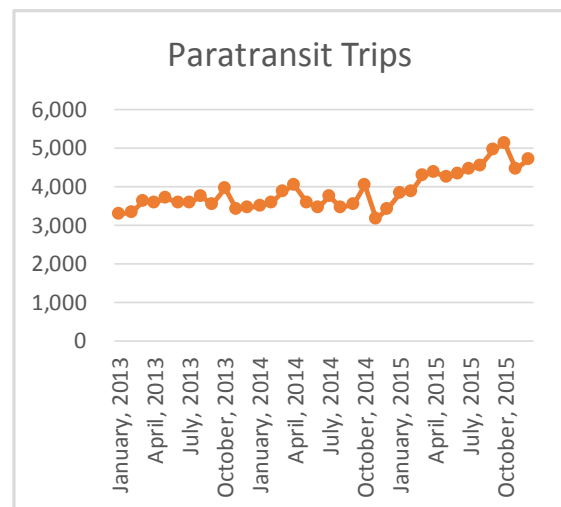
None-Informational Only

### Background

As the Committee is aware, paratransit trips (door-to-door service for those who can't access the fixed route system) have been increasing at an alarming rate over the past 12 months, with ridership increasing 30% in 2015. With our paratransit contractor being paid on a per trip basis the current rate of growth is not sustainable.

### Discussion

For several years prior to 2015 the number of paratransit trips was for the most part stable. However, over the past year there have been several notable trends driving up ridership:



The first trend is with social service agencies that work with the developmentally disabled. Within these programs has been an emphasis to improve the integration of clients into the mainstream of the community. One of the ways they have accomplished this has been to reduce their specialized transportation program in favor of pushing clients to LAVTA for their transportation needs. The Go Group (Futures Explored), for example, increased the number of LAVTA paratransit rides to and from their location by 157% from fourth quarter 2014 to 2015; Keystone Learning Center increased their trips by 206% between the same two quarters. Annualized, the total cost of trips provided to and from these two locations is over \$200,000. The Go Group and other social service agencies thus far have not been willing to compensate the transit agency more than the regular fare charged to clients.

The second trend is with dialysis treatment centers. With dialysis treatment on the rise the number of paratransit trips is also increasing. Comparing the fourth quarters of 2014 and 2015, Pleasanton Dialysis increased their trips by 108%, and Livermore Dialysis by 88%.

#### How to Stabilize Paratransit Trips and Budget

LAVTA's policies regarding paratransit services are solid and closely follow the ADA requirements. The Board-approved policy is included as Attachment 1. Working within the paratransit policy framework set up by the Board the following are areas where staff has been focusing on improvement:

**Subscription Rides:** Although not required by the FTA, the Board has authorized staff to set up subscription rides, or standing orders, for riders with repeat trips that have the same starting and ending location and the same pick-up day and time. However, the Board has limited the number of subscription trips to 50% of system capacity.

While the subscription rides are a convenience for the rider and have some positive effects on the transit agency (reduced number of phone calls), they can be a detriment to the transit agency in negotiating trip times with riders to optimize the efficiency of the vehicles. Additionally, the need to call more often to schedule trips can often be a natural incentive for riders to combine daily activities to minimize the number of rides requested. Currently, our contractor has allowed up to 60% of the system capacity to be allocated to subscription trips. Staff has asked the contractor to reduce subscription trips to a range of between 40% and 50%.

**Negotiate Trip Times:** Because paratransit service is a shared ride system, the FTA encourages transit agencies to negotiate trip times to improve the efficiency and optimization of the system. Negotiating trip times entails recognition that the desired pick-up time cannot always be accommodated when optimizing trips in a vehicle, and that the reservationist may offer alternative pick-up times ranging from one (1) hour before to one (1) hour after the requested time.

Staff is working with the contractor to increase our capacity to negotiate trip times with customers so that the vehicles are better utilized (currently we pick up less than 2 riders per vehicle in an hour). Doing so, as with subscription rides, will create a natural incentive for riders to combine activities where possible.

**Interview and Functional Evaluation in Certification/Recertification Process:** The Board approved application for paratransit services includes the ability for staff to schedule a personal interview and functional evaluation to assure the agency that those using the paratransit service are persons who are unable to independently use regular public transit, some or all of the time, due to a disability or health related condition.

Of the six (6) transit agencies recently contacted by staff, five (5) included a personal interview and/or functional evaluation in their approval process. From discussions with these transit operators, staff anticipates that approximately 20% of those invited to interview for eligibility will either be found ineligible or will self-eliminate from the application process.

Staff currently evaluates between 75 and 100 applications a month (new and renewal applicants). Although not all paratransit applicants will need an interview or assessment, staff is now asking for an interview and functional evaluation when there is a question as to eligibility. Estimates are that for every 1 dollar spent in the interview and functional evaluation process the agency will save 3 dollars by not providing service to those not eligible or who have self-eliminated from the application process.

**Fares:** Generally speaking, a transit agency may not charge more than twice the fare for paratransit services that would be charged to an individual paying full fare on the entity's fixed route system. However, federal law provides that the transit agency may charge a fare higher than otherwise permitted to a social service agency or other organization for agency trips (*i.e.* trips guaranteed to the organization).

Staff is currently working with the LAVTA's legal department to confirm that the transit agency can negotiate with other social service agencies the fare for paratransit services provided to clients. If given the authorization, staff will begin negotiations with other agencies, such as the Go Group, and will bring to the Board updates and outcomes of negotiation for consideration.

Additionally, staff is working on the final draft of the fare study with the COA planning team. The recommendations for fare changes will be presented to the Board in April or May 2016, which may include a recommendation to increase the regular paratransit fare to the full amount allowed by ADA.

**Late Cancellations/No-Shows:** Working with LAVTA's paratransit contractor, staff has started to compile a list of clients who have excessive late cancellations or no-shows and are beginning to enforce sanctions. Current policy states that passengers are subject to sanctions if they have 20% or more no-shows and/or late cancellations within any given month, and at least three no-shows and late cancellations during that month. Staff has identified 24 clients who had excessive late cancellations or no-shows in the month of December 2015 and will be following up with those passengers in January. As a reminder, the first sanction is a call from LAVTA; the second, a letter from LAVTA; additional occurrences in a 24-month period result in a progressive suspension of service.

**Pleasanton Paratransit:** Staff is working to develop a list of LAVTA paratransit clients who should be utilizing Pleasanton Paratransit (PPS) for their Dial-A-Ride trips. During the month of December, approximately 800 trips (17%) were eligible for PPS service. Staff will be meeting with PPS staff in January and providing a list of clients who should be registered with PPS for future trips.

### Conclusion

Staff has initiated the abovementioned steps to better manage the paratransit ridership within the policy of the Board and the Federal Transit Administration, and estimates that the agency may save as much as \$900,000 over the next three year through these efforts. However, the Board should be aware that many of these steps involve give and take by our potential and

current customers so that capacity is maintained and the system operates more efficiently, which will inevitably generate more complaints by riders who may be unaccustomed to negotiating trip times, sharing rides with others, being interviewed about eligibility, etc.

Attachments:

1. Current LAVTA Paratransit Policy

# LIVERMORE AMADOR VALLEY TRPANSIT AUTHORITY

## WHEELS DIAL-A-RIDE OPERATING POLICY

**Policy Adoption Date – 7-6-2015**

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. A response by the Executive Director 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.

#### **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**

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 cannot 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 cannot 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. REASONABLE MODIFICATIONS**

- 9.1** LAVTA considers all requests for reasonable modifications of its policies, practices, or procedures, including those set forth herein, when necessary to avoid discrimination on the basis of disability. LAVTA is not required to grant requests for reasonable modifications that would fundamentally alter the nature of Dial-A-Ride services, programs or activities; are not needed for access to LAVTA services, programs or activities; or present a direct threat of injury to other persons or property.
- 9.2** Any person seeking a reasonable modification of LAVTA or Dial-A-Ride policies, practices or procedures, desiring to appeal a reasonable modification determination, or who believes they have been discriminated against by LAVTA on the basis of a disability may submit a modification request, appeal, or complaint for handling in accordance with related LAVTA policies.
- 9.3** The designated responsible employee for the reasonable modification requests is LAVTA's Paratransit Planner.

## **10. SANCTIONS**

### **10.1 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.

### **10.2 Sanctionable Offenses**

#### **10.2.1. 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.

#### **10.2.2. 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.

### **10.3 Progressive Sanction Penalties**

- 10.3.1. 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.

- 10.3.2. 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.
- 10.3.3. 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.
- 10.3.4. 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.
- 10.3.5. 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.
- 10.3.6. 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.

## **11. APPEALS PROCESS FOR SANCTIONS**

**11.1 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.

**11.2 No Action Before Resolution**

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

**11.3 How to Start the Appeals Process**

**11.3.1. 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.

**11.3.2. 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.

**12. APPEALS PROCESS FOR REASONABLE MODIFICATION REQUEST DENIALS**

**12.1 Right to Appeal**

The passenger has a right to appeal a decision to deny a reasonable modification request. Passenger may start the appeal process by contacting LAVTA Customer Service phone line at 925-455-7500, or fill out the online Customer Service Form on LAVTA's website.

**12.2 No Further Action Before Resolution**

If LAVTA has denied a passenger's request for a reasonable modification, this decision will remain effective until the final outcome of the appeals process is completed.

**12.3 How to Start the Appeals Process**

**12.3.1. Receive Appeal from Customer (Clock Starts)**

**12.3.2. Notify the Director of Administrative Services, who will open investigation**

**12.3.2.1** Review all relevant documents, practices and procedures as well as discussions of the complaint with all affected parties to determine the nature of the problem.

**12.3.2.2** Begin investigation process within 10 business days.

**12.3.3. Additional Information Needed**

**12.3.3.1** If more information is needed to resolve the case, the Paratransit Planner will contact the complainant. The complainant must provide additional requested information within ten (10) business days of the date of the request.

**12.3.4. Closing the Case**

**12.3.4.1** If the investigator is not contacted by the complainant or does not receive the additional information within ten (10) business days of LAVTA's request, LAVTA can close the case administratively.

**12.3.4.2** A case also may be closed administratively if the complainant no longer wishes to pursue their case.

**12.3.5. LAVTA will issue a closure letter or a letter of finding (LOF).**

**12.3.5.1** A closure letter summarizes the complaint/appeal of a reasonable modification decision and states that the request was properly denied and that the appeal will be closed.

**12.3.5.2** A LOF summarizes the complaint/appeal of a reasonable modification decision and information obtained through the investigation, and whether action is taken.

**12.3.6. Notify LAVTA's Paratransit Planner for record keeping purposes**

**13. 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.



Livermore Amador Valley Transit Authority

February 8, 2016

ADA Number: LA-

Re: LAVTA/Wheels to End Your Wheels Dial-A-Ride Subscription Ride/Standing Order Reservation Service as of February 24, 2016

Dear

The Wheels Dial-A-Ride service is a door-to-door paratransit service operated by the Livermore Amador Transit Authority (LAVTA) as required by the Americans with Disabilities Act (ADA). According to the ADA, LAVTA must provide paratransit service to eligible individuals on a next-day basis (i.e., at any time tomorrow in response to a request made today). The ADA does not require LAVTA to provide subscription/standing order trips, however.

LAVTA’s Board-approved policy states the following: “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.”

Upon analyzing the current system capacity it was determined that subscription trips absorb over 50% of the total rides provided by Wheels Dial-A-Ride. To allow equal access to the Dial-A-Ride service for all passengers, Wheels will be cancelling the portion of subscription trips that exceed the threshold of 50% of total Dial-A-Ride rides. Unfortunately, your subscription/standing order for the following rides will be part of that elimination:

Day	Time	Origin	Destination
Tues, Thurs	8:05am		1601 RAILROAD AVE, LIVERMORE, CA, 94550
Mon, Wed, Fri	8:05am		1601 RAILROAD AVE, LIVERMORE, CA, 94550

Tues, Thurs	2:30pm	1601 RAILROAD AVE, LIVERMORE, CA, 94550	
Mon, Wed, Fri	2:30pm	1601 RAILROAD AVE, LIVERMORE, CA, 94550	

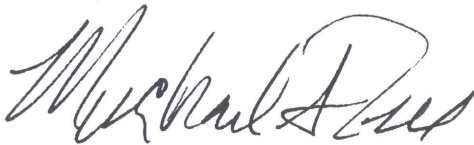
This means that as of **02/24/2016** you should book these rides in accordance to the Wheels Dial-A-Ride reservation policy, which states that rides can be booked one to seven days in advance. The reservations phone number is 925-455-7510. Please note the desired pick-up time cannot always be accommodated and the reservationist may offer alternative pick-up time ranging from one hour before to one hour after the requested pick-up time.

As an alternative to the Wheels Dial-A-Ride you are encouraged to use the Wheels fixed route bus system, which does not require any advance reservations and is also more cost effective (\$1 fare for a senior/disabled ticket or \$18 for the senior/disable monthly pass). You also may use Wheels' Para-Taxi program. Information about the Para-Taxi program is enclosed.

If you are a Pleasanton resident, please use the Pleasanton Paratransit Service as your first choice of paratransit transportation. Their phone number is 925- 931-5376.

If you have any questions, please contact Kadri Kulm at 925-455-7555 or [kkulm@lavta.org](mailto:kkulm@lavta.org).

Sincerely,



Michael Tree

Executive Director

CC: Futures Explored

**AGENDA**

**ITEM 6**



STAFF REPORT

SUBJECT: Announcement of WAAC Recruitment for Positions for FY 2017

FROM: Kadri Klm, Paratransit Planner

DATE: April 6, 2016

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**Action Requested**

Information only.

**Background**

In June 30<sup>th</sup> 2016, terms will expire for six WAAC members:

1. Russ Riley – Livermore Representative
2. Connie Mack – Dublin Alternate
3. Herb Hastings – Alameda County Representative
4. Jennifer Cullen – Social Services Representative
5. Pam Deaton – Social Services Representative
6. Amy Mauldin – Social Services Representative

**Discussion**

Due to Sue Tuite and Shirley Maltby resigning from the committee, current term expirations and the existing vacancies the WAAC will have the following position openings for FY 2017:

Dublin

- 1 member and 1 alternate

Livermore

- 1 member

Pleasanton

- 1 member

Alameda County



- 1 member

#### Social Services

- 3 member and 1 alternate

Staff will be releasing solicitations for new members shortly and will encourage current Wheels fixed-route and Dial-A-Ride users to apply for the openings. All applications are due on April 15, 2016. Positions will be reviewed by the WAAC at the Committee's May meeting and LAVTA's Board of Directors will review the applications and select WAAC members at their June meeting. New members will start serving at the July 2015 meeting.

#### **Action Requested**

Information only.

#### Attachments:

1. WAAC Term Expirations
2. WAAC Application

WHEELS Accessible Advisory Committee (WAAC)  
 Membership Directory for FY 2017 (July 2016 to June 2017)  
*As of March 8, 2016*

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Shawn Costello	2 years	July 2015	June 2017
(VACANT)			
Alternate (VACANT)			

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
(VACANT)			
Nancy Barr	2 years	July 2015	June 2017
Mary Anna Ramos (Alternate)	2 years	July 2015	June 2017

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Carmen Rivera-Hendrickson	2 years	July 2015	June 2017
(VACANT)			
Glenn Hage (Alternate)	2 years	July 2015	June 2017

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
(VACANT)			
Alternate (VACANT)			

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
(VACANT)			
(VACANT)			
(VACANT)			
Alternate (VACANT)			

PAPCO Representative

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Esther Waltz	2 years	2014	2016



**Livermore Amador Valley Transit Authority  
Wheels Accessible Advisory Committee (WAAC)**

**APPLICATION INSTRUCTIONS**

**ELIGIBILITY REQUIREMENTS**

Residents of Pleasanton, Dublin or Livermore who are elderly, disabled or care for someone who is disabled may apply to be the representative for their city or county. Persons employed in the social services field in the Tri-Valley area may apply for the Social services position only.

**RESPONSIBILITIES**

Members are expected to represent the viewpoint of the elderly and disabled community of the Tri Valley and provide input on the Wheels services. Members also act as liaisons for Wheels by informing the general public about Wheels services and policies. Meetings are held every other month and are scheduled for ninety (90) minutes. For disabled members, transportation is provided on the Wheels Dial-A-Ride service for free both to and from the meeting. All members receive a pass which provides them with complimentary service on all Wheels fixed route buses while serving on the WAAC. Appointments to the WAAC are made by the elected officials who make up the Wheels Board of Directors.

**Please send the filled out application to:**

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

## APPLICATION FOR WAAC MEMBERSHIP

### GENERAL INFORMATION

Name \_\_\_\_\_

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

Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

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

Email address: \_\_\_\_\_

**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 \_\_\_\_\_



**AGENDA**

**ITEM 7**



**Wheels Accessible Advisory Committee**

**WAAC**

SUBJECT: Annual Program Submittal for ACTC Measure B and BB Funding

FROM: Kadri Klm, Paratransit Planner

DATE: April 6, 2016

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**Action Requested**

This is an informational item.

**Background**

Each year, Alameda CTC Measure B and BB 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 and BB 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.

**Discussion**

LAVTA's portion of the projected Measures B and BB combined revenues for paratransit for the next fiscal year (2016/2017) is \$448,080 per year.

Attached is LAVTA's Annual program plan, which was submitted to ACTC.

**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 2016-2017 (July 1, 2016 - June 30, 2017)**

### **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 prior expenditures and anticipated revenues and expenditures related to delivering paratransit services to seniors and people with disabilities.

### **Paratransit Program Plan Application Deadline: March 25, 2016**

The Annual Paratransit Program Plan Application includes the following documents:

1. Paratransit Program Plan Application (this MS Word document)
2. Paratransit Program Plan Attachments A-D (Tables A, B, C and D of the provided MS Excel workbook) *NOTE: The FY2016-17 Program Plan Excel workbook contains a new tab to report on FY 2014-15 performance (Attachment A Table). The FY 2014-15 program information entered into Table A will be used to monitor program performance and, where applicable, is to align with program information included in the FY 2014-15 compliance report.*
3. References:
  - FY 2016-17 MB & MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2016)
  - Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised 2/25/16
  - Alameda CTC Timely Use of Funds Policy, adopted 12/3/15

**Submit the Word and Excel files listed above electronically via email by March 25, 2016 to Naomi Armenta: [narmenta@alamedactc.org](mailto:narmenta@alamedactc.org).**

*Be sure to include your agency name and FY 16-17 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY1617\_Paratransit\_Program\_Application.doc).*

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



## FY 2016-17 Paratransit Program Plan Application

### Due by March 25, 2016

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: 3/24/16 \_\_\_\_\_

### 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 Attachment B (Table B 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 and performance measures, refer to the Alameda CTC's Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines, revised 2/25/16 (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.
- **Note on volunteer driver programs and mobility management/training:** If your program is using DLD funds, but not Gap funds, you will be required to submit further information.

**1A. Provide a short narrative description of your agency's FY 2016-17 program:**

## Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2016 - June 30, 2017

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 system. 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.

LAVTA's Dial-A-Ride operations and maintenance are provided by Medical Transportation Management, Inc. (MTM).

LAVTA also provides same day Para-Taxi service, which is partially 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 include:

- Day programs for the developmentally disabled (Go Group, Futures Explored, VFR, ARC, Keystone)
- Dialysis centers (Livermore DaVita Dialysis, Pleasanton DaVita Dialysis)

In FY 2015/16 LAVTA has seen a significant increase of the trips to/from day programs when compared to the year before.

**2. Will your agency’s program for FY 2016-17 conform to the Paratransit Program Implementation Guidelines, as required?** (FY 2016-17 Programs are *required* to conform to the Implementation Guidelines, revised February 2016)

Yes      No

**2A. If “No”, explain below and contact Alameda CTC staff to discuss** (prior to March 25, 2016)

**3. If proposing service changes in FY 2016-17 from the current year, FY 2015-16, 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.

LAVTA is planning on hiring a third party contractor to manage ADA paratransit eligibility in FY17. The new process will most likely include in-person or phone interviews and possibly functional assessments. The eligibility determinations are currently conducted in house based on paper applications and applicant’s doctor’s verification.

LAVTA and the City of Pleasanton are planning on hiring a consultant to conduct a comprehensive Tri-Valley paratransit assessment in FY2017. The study would look for areas of overlap and opportunities to streamline services. Additionally, an analysis would be conducted on the impact of moving LAVTA’s Dial-A-Ride service more in-line with the ADA requirements (i.e. ¾ mile from a fixed route line). Significant public and stakeholder input (senior and disabled populations) would be included in the study.

- 4.** The 2016 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements prior to implementation. The program elements requiring staff review are listed as items 4A – 4F below and for each item, further explanation is requested. **If your FY 2016-17 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each.** Applicants must address any applicable paratransit projects and programs listed in Attachment B.
- A. **Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment, below)
  - B. **City-based Door-to-Door Service that includes trip limitations based on trip purpose** (describe the proposed trip limitations that are proposed below)
  - C. **Taxi Subsidy Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives below)
  - D. **Accessible Shuttle Service** (describe service plan and how city is coordinating with the local fixed route transit provider)
  - E. **New mobility management and/or travel training programs** (describe the well-defined set of activities below)
  - F. **Low-income requirements for any scholarship and fare subsidy programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility below)

N/A
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**DEVELOPMENT OF PROGRAM PLAN**

- 5. 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 on 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 FY16 these meetings occurred on 07/01/15, 09/02/15, 10/28/15, 01/06/16, and 03/08/16.

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

The 2015 annual Dial-A-Ride customer satisfaction survey was conducted between October 26 and October 28, 2015 via telephone by randomly calling currently active Dial-A-Ride passengers. Active riders are those who have used Dial-A-Ride at least once within the last twelve months. The survey was administered by a third party surveyor, and a total of 100 Dial-A-Ride surveys were completed.

The following table compares the average customer satisfaction ratings of the surveys conducted over the last four years:

Service Aspect	Apr 2012		Jun 2013		Jul 2014		Oct 2014		Oct 2015	
	Mean	Median	Mean	Median	Mean	Median	Mean	Median	Mean	Median
Reservation	4.29	5	4.67	5	3.67	4	4.29	5	4.45	5
Pickup	3.97	4	4.27	4	3.58	4	4.11	4	4.45	5
Ride	4.08	4	4.6	5	4.6	5	4.68	5	4.38	5
Dropoff	4.28	5	4.5	5	4.1	5	4.61	5	4.37	4
Overall rating	4.11	5	4.47	5	3.55	4	4.36	4	4.61	5

## Alameda CTC Paratransit Program Plan Application

Application Period: July 1, 2016 - June 30, 2017

**7. Describe how results from the community outreach, surveys and/or analysis described in Questions 5 and 6 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.

**8. Was this program plan approved by a governing body (or is it scheduled for action)?** *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.* Yes No

If yes, provide the name of the governing body and planned or actual approval date.

LAVTA Board of Directors tentatively scheduled for May 2, 2016

**OUTREACH****9. How do community members and potential users learn about the Alameda CTC-funded services provided in your community?** Specify for each of the paratransit projects and programs listed in Attachment B.

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

### 10. What are your requirements for eligibility? (E.g., age, residency, income, ADA-certification status, or other verification of disability).

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

LAVTA is planning on hiring a third party contractor for determining the ADA paratransit eligibility. The new process will include in-person or phone interviews and functional assessments.

### 11. 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.

## CUSTOMER SATISFACTION

### 12. 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 12A and 12B 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.

### 12A. Describe any common or recurring service complaints, commendations and/or suggestions your program has received. Specify for each of the paratransit projects and



programs listed in Attachment B. *(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)*

In addition to the quantitative scores for different aspects of the Dial-A-Ride service the surveyors of the October 2015 Customer Satisfaction Survey also encouraged responders to provide any verbal open-ended feedback/comments/suggestions about the service and received 100 such comments.

Thirty four people (34%) did not have any comments when asked, 28 passengers (28%) had positive feedback and they expressed appreciation for the service. The highest number of negative feedback had to do with late pick-ups and long travel times with 8 people (8%) reporting that there have been times when their ride has been late and four people (4%) complaining about long travel times. Three people (3%) had a general concerns. The following areas each had two people (or 2%) reporting it as a concern: vehicle maintenance (2%), reservations (2%), call center out of the area (2%), safety (2%), and routing (2%). One person (1%) was unhappy about the vehicle type and one (1%) said the driver was a no-show. LAVTA staff constantly monitors the on-time performance as well as the ride length statistics. Currently the OTP is considerably above the 95% contractual requirement. According to the ADA the a trip on a paratransit vehicle should take about the same amount of time as a similar trip on an existing fixed route system, including travel time to and from a bus stop, and any transfer time.

Since most of the above possibly valid verbal passenger concerns are impossible to validate without additional information, LAVTA is planning to add a question about whether the passenger would be willing to give his/her phone number for the staff follow-up in the next customer satisfaction survey.

There were 10 comments/concerns (10%) total that LAVTA staff considers invalid because of the nature of the ADA paratransit service and the staff therefore identified these as areas in which passengers can be provided more education. Out of the 10% invalid/educational issue comments 2 people (2%) didn't like regional/inter-agency trips, 1 person (1%) did not like the vehicle types used for Wheels Dial-A-Ride service, 1 passenger (1%) wanted to do changes to the drop-off location while onboard a Dial-A-Ride vehicle, 1 person (1%) wanted to know how to get Dial-A-Ride tickets, one passenger (1%) didn't like the half-hour pick-up window policy, one person (1%) wanted to know how to sign up, one (1%) said Dial-A-Ride is too expensive, and one (1%) wanted the same driver for the return ride. Staff is preparing a comprehensive "Riders Guide" where such aspects of the service can be explained in more detail and in a user friendly format. LAVTA staff is also working with County Connection's LINK service to better coordinate the trips between LAVTA service area and Contra Costa County.

LAVTA will continue to closely monitor customer satisfaction and following up on the comments/feedback received from the survey respondents.

**12B. Describe any changes you have made to your program as a result of these customer complaints, commendations and suggestions.**

- |   |
|---|
| <ol style="list-style-type: none"> <li>1. LAVTA is planning to add a question about whether the passenger would be willing to give his/her phone number for the staff follow-up in the next customer satisfaction survey.</li> <li>2. Staff is preparing a comprehensive "Riders Guide" where aspects of the service can be explained in more detail and in a user friendly format.</li> <li>3. LAVTA staff is working with County Connection's LINK service to better coordinate the trips between LAVTA service area and Contra Costa County</li> </ol> |
|---|

**EXPECTED DEMAND/USE OF SERVICES**

**13. How many people are/have been/will be registered in the program during the following time periods? Fill in the boxes below.**

<b>Registrants at beginning of FY 2014-15</b>

<b>Registrants at end of FY 2014-15</b>

<b>Current Registrants for FY 2015-16</b>
1,592

<b>Estimated Registrants for FY 2016-17</b>
1,580

**13A. Based on the registration projection provided, explain why you expect your program registration to increase, decrease or stay the same compared to the current year.**

<p>LAVTA estimates the number of registrants to be either the same or less in FY 17. As LAVTA's intent is to have in-person interview process that scrutinizes each applicant more than the current paper application process on board in FY 17 the assumption is that the number of registrants may decrease as a result.</p>
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**14. 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 2015-16? Why?**

The number of trips is difficult to predict. In the current FY LAVTA is seeing about 20% increase in rides when compared to the FY 2015. The increase is mainly due to the significant increase in ridership to/from various day programs. LAVTA expects the number of rides to be about the same as in the current FY, but for our budget purposes we estimated a 5% increase.

**15. Do the ridership numbers reported in Attachments A and B include companions and/or attendants?**

- Yes  
 No

If yes, and if known, what percent of total ridership are companions/attendants? *(If providing an estimate, please clearly indicate it as such.)*

**16. Please provide data on lift/ramp trips provided, if available.** If lift/ramp trips were provided in more than one service, please specify for each.

<b>Lift/ramp trips provided in FY 2014-15</b>
13,613

<b>Lift/ramp trips to be provided in FY 2015-16</b>
14,543

<b>Lift/ramp trips to be provided in FY 2016-17</b>
15,270

**VEHICLE FLEET**

**17. Provide details regarding your vehicle fleet.** To answer this question, complete Attachment D (Table D tab of the Excel workbook).

**SAFETY INCIDENTS**

**18. Describe any safety incidents recorded by your program in FY 2014-15, or to date in FY 2015-16.** Specify for each of the paratransit projects and programs listed in Attachment B. *(Report incidents resulting in any of the following: a fatality other than a suicide; injuries requiring immediate medical attention away from the scene for two or more persons; property damage equal to or exceeding \$7,500; an evacuation due to life safety reasons; or a collision at a grade crossing.)*

In FY2015 there were 4 preventable paratransit accidents total. In the first quarter there was one (1) paratransit accident and that was determined to be preventable. There was only minor damage to the vehicle (not LAVTA owned) and no personal injuries. In the second quarter there were two (2) paratransit accidents and they were both determined to be preventable. There was only minor damage to the vehicles (not LAVTA owned) and one personal injury with no medical transport. In the third quarter there were no paratransit accidents. In the fourth quarter there were two (2) paratransit accidents. One (1) was preventable, and the damage to the non-LAVTA vehicle was minor and there were no injuries.

In the current FY2016 there were zero paratransit accidents compared to one (1) last year. In the second quarter there was one (1) non-preventable paratransit accidents. While the passenger requested the driver complete an injury report at the time, the passenger stated medical attention was not needed at that time and during a follow up call, the passenger stated all was well.

## FINANCES: PROGRAM REVENUE AND COST

**19. Detail your FY 2016-17 program's total estimated revenue (all fund sources) and total cost by completing Attachment C (Table C tab of the Excel workbook).** For program components funded with a Measure B Gap Grant, segregate the Gap Grant funding by entering it in the "Other Measure B" column.

**20. Describe below the "Management/Overhead" and "Customer Service and Outreach" costs included in Attachment C 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.*

### 20A. 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%).

### 20B. Customer Service and Outreach Costs

**PROGRAM FUNDING RESERVES**

**21. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2016-17, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

100% of the measure B/BB funds for FY16/17 will be expended in FY 16/17.

**MISCELLANEOUS**

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

**Alameda CTC Paratransit Program Application - FY 2016-17 (July 1, 2016 - June 30, 2017)**  
**Attachment C: Program Revenue, Cost and Fund Sources**

Total FY 2016-17 Program Revenue (Measure B, Measure BB and all other funds available for FY 2016-17)	
Estimated <b>Measure B</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (June 30, 2016)	\$0
Projected FY 2016-17 <b>Measure B</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$167,445
Estimated <b>Measure BB</b> Paratransit DLD ending balance at the end of THIS fiscal year, FY 2015-16 (as of June 30, 2016)	
Projected FY 2016-17 <b>Measure BB</b> DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$280,636
<b>Total FY 2016-17 Measure B and BB Paratransit DLD Revenue</b> (Automatically calculated)	<b>\$448,081</b>
Total FY 2016-17 Other Revenue (All other revenue sources, non-DLD, including Gap grant)	\$1,948,683
<b>Total FY 2016-17 Program Revenue</b> (Measure B, Measure BB and all other sources available for FY 2016-17) (Automatically calculated)	<b>\$2,396,764</b>

Service/Program Name		Total FY 2016-17 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2016-17)										Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M
Service/Program/Project Name  <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 16-17  <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds	Amount of FY 2016-17 Measure B Paratransit DLD funds	Amount of RESERVE Measure BB Paratransit DLD funds	Amount of FY 2016-17 Measure BB Paratransit DLD funds	Amount of OTHER Measure B/BB funds	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue expected from service	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources)  <i>Automatically calculated</i>
Wheels Dial-A-Ride	58,848	\$ -	\$ 167,445	\$ -	\$ 280,636	\$ -		\$ 188,650	\$ 188,650	\$ 1,760,033		\$ 2,396,764
0	0											\$ -
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<b>Totals</b>	<b>58,848</b>	<b>\$ -</b>	<b>\$ 167,445</b>	<b>\$ -</b>	<b>\$ 280,636</b>	<b>\$ -</b>		<b>\$ 188,650</b>	<b>\$ 188,650</b>	<b>\$ 1,760,033</b>		<b>\$ 2,396,764</b>

Budget check (total revenue less total cost):

\$0

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB
Estimated Reserve Balance, June 30, 2017:	\$0	\$0
<b>Reserve balance as percent of FY 16/17 Revenue</b>	<b>0%</b>	<b>0%</b>