

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Paratransit Comprehensive Assessment

FROM: Christy Wegener, Director of Planning and Communications

DATE: September 28, 2015

**Action Requested**

None – Information only

**Background**

This staff report is meant to provide the Projects and Services Committee with information on a plan to complete an overall assessment of LAVTA’s Paratransit service delivery model, and an evaluation of Paratransit services in the Tri-Valley.

**Discussion**

As the Committee is aware, the number of Paratransit/Dial-A-Ride trips has been increasing month over month for at least the past year. The following charts represents the number of annual trips and the cost per trip between 2012 and 2017:

Fiscal Year	Contractual Cost per Trip	Actual Annual trips	Annual cost
2012	\$25.00 (ALC)	40,932	\$1,023,300
2013	\$25.50	41,855	\$1,067,302
2014	\$26.01	43,731	\$1,178,428
2015	\$31.87 (MTM)	46,441	\$1,480,075
2016	\$32.51	TBD	TBD
2017	\$33.16	TBD	TBD

Additionally, revenues from Transportation Development Act (TDA) 4.0, which are traditionally used for fixed route operating/capital costs, have been utilized to cover the Paratransit costs not covered by passenger fares, Federal Transit Administration (FTA) funds, State Transportation Assistance (STA) Paratransit funds, TDA 4.5 Paratransit funds, and Measure B funds. The following chart represents the TDA 4.0 funds used to cover Paratransit costs:

Fiscal Year	TDA Revenues used for Paratransit costs
2012	\$351,724.94
2013	\$410,100.81
2014	\$519,138.79
2015 (preliminary)	\$709,262.83

Because of the new Measure BB funds expected to be received in FY2016, the TDA 4.0 revenues needed to cover Paratransit costs are expected to be reduced, but not eliminated. Measure BB is expected to provide \$275,133.10 per year in Paratransit operating revenue in FY2016.

In June 2015, Staff presented an information item to the Projects and Services Committee in response to Committee questions about the increase in Paratransit trips (Attachment 1). As the report indicates, there has been a significant increase in the number of Paratransit trips, largely due to group trips provided to social service agencies as well as individual trips provided to dialysis centers.

Moving forward, staff is looking at how to plan for the future and, through discussions with Pleasanton Paratransit Services (PPS), recommends completing a comprehensive assessment of the Paratransit services in the Tri-Valley. This would include an evaluation of existing Paratransit services, market assessment, peer review, community outreach, utilization analysis, ridership forecasts, and recommendations for modifications with a plan for implementation. In addition, the assessment would identify opportunities for collaboration and efficiencies with PPS.

In completing a comprehensive assessment, there are several areas that may be examined for modification. These include but are not limited to:

Service Area: The Americans with Disabilities Act (ADA) requires that complementary paratransit services be provided no less than  $\frac{3}{4}$  miles from a fixed route bus line. LAVTA's paratransit service area is extended to all the cities in the Tri-Valley, and as far north as San Ramon medical center (Attachment 2), beyond the  $\frac{3}{4}$  mile boundary of the fixed route system.

Functional Assessments: ADA allows agencies to assess the passenger's ability to utilize (or not utilize) the fixed route bus system based on trip purpose. Currently, LAVTA certifies a passenger as ADA eligible with an application signed by their doctor. However, many other agencies who provide Paratransit service require in-person functional assessments to determine whether a passenger may be eligible to ride fixed route buses for particular trips.

Subscription Trips: ADA does not require that an agency offer subscription trips, which are trips that are scheduled to occur at regular intervals (i.e. once per week) that do not require the customer to call and make a reservation. The majority of the current subscription trips are for adult daycare programs and dialysis. Currently, 54% of LAVTA's monthly paratransit trips are provided via subscription services.

Group Trips: Providing group trips to and from the social service centers and activity sites could be examined.

Negotiating Pickup Time: Currently, a paratransit trip can be scheduled at any time requested by the passenger and pickups occur within a 30-minute window. ADA allows for an agency to negotiate a pick-up time up to one hour before and after the requested time.

Fare: The current fare to ride Paratransit is \$3.50. ADA allows agencies to charge up to double the base fixed route fare for paratransit trips. LAVTA may want to explore a fare increase for Paratransit trips.

### **Next Steps**

Partnering with PPS, Staff would like to explore grant funding for this project through Sustainable Communities, with a submission deadline of October 30. If the grant is not awarded for the project, staff will explore opportunities through Measure BB-Gap funding.

### **Attachments**

1. Staff Report on the Increase in Paratransit Trips (June 2015)
2. LAVTA Paratransit Service Area Map

## LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

## STAFF REPORT

SUBJECT: ADA Paratransit Ridership Increase Analysis

FROM: Kadri Klm, Paratransit Planner

DATE: June 22, 2015

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**Action Requested**

Information only.

**Background**

Over the last few months there has been a noticeable increase in LAVTA's ADA paratransit (Dial-A-Ride) ridership when comparing it to the same months the year prior. Staff has been evaluating this phenomenon in more detail.

**Discussion**

Staff compared the 11-month period of July 1, 2014 to May 31, 2015, to the same months the fiscal year prior for the number of total one way trips provided as well as the number of total passengers served (see attached chart). Of particular note is the increase in number of passengers between January and May of 2015, which averages more than a 17% increase each month as compared to the same months in the previous year.

Looking further into the ridership increases during these five months, a staff analysis revealed that the destination with the most significant ridership increase was from the "Go Group Program" of Futures Explored, Inc. in Livermore, which is a day program for the developmentally disabled. The total number of rides to this program from January to May 2015 was 1,232 compared to the 514 trips that were provided from January to May, 2014, which represents a 140% increase in rides.

Staff learned through a site visit that program administrators of the Go Group Program were previously providing rides to clients. However, due to a reduction in funding, were now encouraging clients to ride the Wheels ADA paratransit system. Staff will continue meeting with Futures Explored, Inc. to find the most efficient way to transport its clients.

Additionally, staff noted that a significant ridership increase (24.6%) was from Livermore's DaVita dialysis center. Staff is currently reaching out to DaVita to better understand the increases, but notes that other ADA paratransit providers in the region are experiencing similar increases from this company.

**Recommendation**  
Information only.

Attachments

1. Chart comparing Trips and Ridership

## Attachment #1

Comparison of Trips and Ridership on Wheels Paratransit Service  
July 2014 through May 2015

	<b># of Trips FY 2015</b>	<b># of Trips FY 2014</b>	<b>% Change from Last Year</b>	<b># of Total PAX in FY2015</b>	<b># of Total PAX in FY2014</b>	<b>% Change from Last Year</b>
<b>July</b>	3,759	3,599	4.45%	4,767	3,893	22.45%
<b>August</b>	3,472	3,740	-7.17%	4,284	4,047	5.86%
<b>September</b>	3,532	3,539	-0.20%	4,207	3,851	9.24%
<b>October</b>	4,064	3,966	2.47%	4,744	4,284	10.74%
<b>November</b>	3,175	3,411	-6.92%	3,670	3,707	-1.00%
<b>December</b>	3,436	3,473	-1.07%	4,041	3,762	7.42%
<b>January</b>	3,838	3,503	9.56%	4,517	3,789	19.21%
<b>February</b>	3,890	3,569	8.99%	4,674	3,885	20.31%
<b>March</b>	4,279	3,874	10.45%	5,179	4,178	23.96%
<b>April</b>	4,401	4,063	8.32%	5,179	4,401	17.68%
<b>May</b>	4,259	3,525	20.82%	4,978	4,193	18.72%
<b>TOTAL:</b>	<b>42,105</b>	<b>40,262</b>	<b>4.58%</b>	<b>50,240</b>	<b>43,990</b>	<b>14.21%</b>

# Attachment 2: LAVTA Service Area

