

**S T A F F   R E P O R T**

SUBJECT: Comprehensive Wheels Dial-A-Ride “Riders Guide”

FROM: Kadri Klm, Paratransit Planner

DATE: January 6, 2016

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**Action Requested**

Information only.

**Background**

In early 2015 WAAC members provided their feedback in updating the Dial-A-Ride (DAR) “How to Ride Guide” brochure. The brochure was then approved by LAVTA Board in March 2015.

**Discussion**

The “How to Ride Guide” brochure is a great tool for the riders to learn the basics about the DAR service; however, in addition to this short brochure there is also the need for a more comprehensive guide that details DAR policies in greater detail. LAVTA has never had a comprehensive “Riders Guide” booklet before and believes it will be a great tool for our riders.

Attached is the draft Comprehensive DAR Riders Guide Table of Contents for your review.

**Next Steps**

Staff is aiming to publish the Comprehensive DAR Riders Guide in the spring, 2016.

**Attachment:**

*Draft Comprehensive DAR Riders Guide Table of Contents*

**COMPREHENSIVE WHEELS DIAL-A-RIDE  
RIDERS GUIDE**

**Updated xx-xx-xxxx**

**WHEELS Dial-A-Ride**  
**1362 Rutan Court**  
**Suite 100**  
**Livermore, CA 94551**  
**Reservations: 925-455-7510**  
**Information & Customer Service: 925-455-7500**  
**[www.wheelsbus.com](http://www.wheelsbus.com)**

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