

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

Tri-Valley Accessible Advisory Committee

Meeting

DATE: **Wednesday, March 6, 2019**

PLACE: **Robert Livermore Community Center, Larkspur South**
 4444 East Avenue, Livermore 94550

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

AGENDA

		Action Recommended by Staff	
1.	Call to Order		3:30
2.	Roll Call		
3.	Approval of Agenda and Modifications if necessary	Action	
4.	Citizens' Forum: An opportunity for members of the audience to comment on a subject not listed on the agenda (under state law, no action may be taken at this meeting)	Information	3:35
5.	Minutes of the January 9, 2019 meeting (please review prior to meeting)	Action	3:40

6.	Mobility Forward: Tri-Valley Paratransit Study	Information	3:45
7.	Dial-A-Ride Customer Satisfaction Survey	Information	4:15
8.	LAVTA's Annual ADA Paratransit Plan Submission to Alameda CTC for FY19/20	Information	4:30
9.	TAAC Member Recruitment for Terms Starting FY19/20	Information	4:35
10.	PAPCO Report	Information	4:40
11.	Service Updates & Concerns	Discussion	4:45
12.	Adjournment		5:00

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

Jennifer Suda

3/1/19

LAVTA Administrative Services Department

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*

AGENDA

ITEM 5



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

Tri-Valley Accessible Advisory Committee

DATE: Wednesday, January 9, 2019

PLACE: **Robert Livermore Community Center, Larkspur South Room**
4444 East Avenue, Livermore 94550

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The TAAC Chair Herb Hastings called the meeting to order at 3:31 pm.

Members Present:

Judith LaMarre	City of Livermore
Russ Riley	City of Livermore
Bob Chulata	City of Livermore – Alternate
Shawn Costello	City of Dublin
Connie Mack	City of Dublin
Helen Buckholz	City of Dublin – Alternate
Sue Tuite	City of Pleasanton
Carmen Rivera-Hendrickson	City of Pleasanton
Jeffrey Jacobsen	City of Pleasanton - Alternate
Herb Hastings	County of Alameda
David Weir	County of Alameda – Alternate
Amy Mauldin	Social Services Member
Rachel Prater	Social Services Member
Melanie Henry	Social Services Member
Esther Waltz	PAPCO

Staff Present:

Jonathan Steketee	LAVTA
Kadri Kulm	LAVTA
Tony McCaulay	LAVTA

Cliff Crabtree
Christian Pereira

MTM
MV Transit

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 November 14, 2018 meetings of the Committee

Approved.

Mack/Waltz

Rivera-Hendrickson and Riley abstained.

4. Tri-Valley Accessible Advisory Committee (TAAC) Bylaws Update

The committee discussed the proposed updates to the bylaws and asked the item to be brought back to the committee with additional clarification in the Quorum section.

5. Fixed Route Bus Service Operations Report

Staff shared graphs of the ridership and OTP data of the last four years and explained the ridership and OTP trends over this timeframe. Both the ridership and OTP increased in 2018 when compared to the prior three years.

Carmen Rivera-Hendrickson said that people want the Route 10 back that serves the Pleasanton Kaiser.

6. Fixed Route Bus Service in Dublin

Staff talked about the fixed route service in the City of Dublin. GoDublin discounted rideshare service was implemented as part of the Comprehensive Operational Analysis couple of years ago to supplement the fixed route service in Dublin. Staff informed the committee that LAVTA is now part of the Uber WAV (Wheelchair Accessible Vehicles) program among the select larger US cities such as San Francisco and Philadelphia, and the agency is planning on hiring a concierge service provider for passengers without smartphones.

Connie Mack recommended that staff create a flier that explains how GoDublin works.

7. PAPCO Report

Esther Walts gave an overview of the last PAPCO meeting that took place in December.

8. Dial-A-Ride Concerns and Updates

Carmen Rivera-Hendrickson said that she didn't fit too well into the van when coming to the TAAC meeting.

Judy LaMarre stated that drivers have been arriving before the pick-up window.

Jeff Jacobsen said there were problems with the call center as he was on hold for 20-25 minutes.

Bob Chulata said TAAC is a good group and there is a good flow of service.

Herb Hastings said that the trip-reminder call comes from a 800 phone number and the call-back number given is also an 800 number that passengers are not familiar with. Shawn Costello added that he received his automated trip reminder call at 10pm the day before the meeting.

9. Fixed Route Issues – Suggestions for Changes

Carmen Rivera-Hendrickson said that she is working with the MV Site Manager Christian to teach drivers on how to hook up chairs correctly.

Shawn Costello said that there are some old buses on routes 30R and 10R, which are too narrow and therefore difficult to maneuver in a wheelchair. Carmen Rivera-Hendrickson concurred.

10. Adjournment

Meeting adjourned at 4:53pm

AGENDA

ITEM 6



STAFF REPORT

SUBJECT: Mobility Forward Study Update and Presentation

FROM: Jonathan Steketee, Customer Service & Contract Compliance
Manager

DATE: March 6, 2019

Action Requested

Receive the *Mobility Forward: Tri-Valley Paratransit Assessment* final presentation.

Background

In 2017, LAVTA and the City of Pleasanton launched a comprehensive study of paratransit services throughout the Tri-Valley called *Mobility Forward: Tri-Valley Paratransit Assessment*.

The following activities have taken place since then:

- 1) Data collection: The Study Team compiled and analyzed data from LAVTA and Pleasanton Paratransit. A public survey was administered throughout the Tri-Valley to learn about existing awareness of services, to understand needs and travel patterns, and to understand where gaps in services exist a peer review was completed.
- 2) Stakeholder Advisory Committee (SAC): The SAC met twice during the study period to give their feedback on existing conditions and potential alternatives.
- 3) There were three rounds of Public Listening Sessions, two in each Tri-Valley city.
- 4) Presentations and updates to TAAC, Pleasanton Paratransit Advisory Committee, LAVTA board, and Pleasanton City Council.

Discussion

Overall, the Assessment is positive for LAVTA. We continue to improve our service in the TriValley. LAVTA staff is reviewing the recommendations made in the assessment and will bring back to the committee and LAVTA board action items to implement based on the recommendations in the assessment.

Action Requested

None – Information Only

Attachments:

1. Mobility Forward Tri-Valley Paratransit Study PowerPoint



mobility forward

Tri-Valley
Paratransit Study

Final Presentation

March 2019

Study Purpose

To understand the best way to operate and invest in paratransit service in the Tri-Valley

Study Objectives

- Develop approaches for improving paratransit services for older adults and people with disabilities living in the Tri-Valley.
- Define how investments in paratransit and other transportation should be made in the coming years.

- Existing Services Analysis
- Paratransit Service Performance Analysis
- Peer Review
- First Round of Stakeholder and Community Outreach
- Market Analysis
- Development of Alternatives
- Second Round of Stakeholder and Community Outreach
- Recommendations and Implementation Plan

Key Findings



Findings include strengths, weaknesses, and areas of opportunity to build on what could become strengths and threats that need to be addressed for future sustainability and success

Recommendations were based on the following findings

SWOT Analysis of Findings

■ Strengths

- Both Wheels and PPS staff are dedicated to providing quality service
- Both agencies have worked collaboratively to serve the mobility needs of Valley residents
- LAVTA's Dial-A-Ride Wheels service appears to be ADA-compliant
- Reasonable service hour cost and productivity

■ Weaknesses/Challenges

- The two-system operating environment brings complexity in consistency of services and policies for consumers
- Wheels ridership has steadied after growing during the study period, while PPS has declined
- Dialysis trips increasing with no cost contribution from clinics
- Para-Taxi non-ambulatory service very limited

SWOT Analysis of Findings

- **Opportunities exist to**
 - Update policies on subscription service limits
 - Enhance the effectiveness of the ADA eligibility screening process
 - Reduce complexity of transfers for regional trips
 - Expand Para-Taxi service options
- **Threats**
 - Ridership increases on Wheels Dial-A-Ride will likely result from shift of riders from PPS
 - Driver retention

Recommendations

1. Transfer ADA service from City of Pleasanton to LAVTA
2. Implement policy and service changes for Wheels Dial-A-Ride
3. Implement a Tri-Valley coordinated transit strategy for older adults and people with disabilities

1. Transfer ADA Service

- Clearly differentiate between Wheels' ADA level of service and Pleasanton's senior transportation service
- Estimate potential shift of trips from Pleasanton to Wheels for planning purposes
- Resolve funding allocations and sign MOU
- Make a decision regarding Sunol service
- Revise marketing materials

2. Policy and Service Changes

- Evaluate continued use of current service delivery model vs more traditional locally based model
- Explore new technology
- Enhance in-person eligibility assessment model
- Consider premium fares for service that exceeds ADA minimum requirements, or cut service hours on routes where fixed route service ends early (initial analysis shows limited cost benefit)
- Explore options for increasing same day service through potential TNC expansion

3. Coordinated Transit Strategy

- Explore potential for cost sharing with Regional Centers and dialysis clinics
- Implement a transit orientation “tech training” program
- Explore viability of Older Driver Cessation program
- Share scheduling and dispatch platforms with PPS
- Develop coordinated public information
- Advocate for more equitable allocation of Measure B and BB funding in East County
- Explore mobility management options

Thank You!



Richard Weiner
rweiner@nelsonnygaard.com

AGENDA

ITEM 7



S T A F F R E P O R T

SUBJECT: Dial-A-Ride Passenger Survey of 2018

FROM: Kadri Klm, Paratransit Planner

DATE: March 6, 2019

Action Requested

None – Information only.

Background

LAVTA performs annual Dial-A-Ride passenger surveys to assess passenger satisfaction in order to continually improve service. For the current FY18/19 LAVTA is conducting two surveys – one was completed in November/December of 2018 and the other one is planned for six months later in late spring/early summer of 2019.

Methodology

The methodology for the customer satisfaction survey was the same as in the previous FY17/18 survey and incorporated both telephone surveys and an online survey. In the prior years only a telephone survey has been conducted. Potential respondents were screened to ensure they had used the Dial-A-Ride service at least once in the last 12-month period. Also, in this wave, a postcard was sent to all riders inviting them to complete the survey online or over the phone.

The participants surveyed via telephone were randomly selected, and the online survey was sent to the email addresses in the LAVTA paratransit database. The survey was administered by a third party surveyor, and a total of 280 Dial-A-Ride surveys were completed, which included 220 phone surveys and 60 online surveys.

The surveyors asked the passengers to rate Dial-A-Ride service on a 1-to-5 scale (5 being highest and 1 being lowest) on a variety of topics, including the

reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service.

Discussion

Comparing the results of this most recent survey conducted in November/December 2018 to the previous survey from December 2017 shows that there was not statistically significant differences between the ratings in the two surveys as the table below demonstrates. The ratings in the table are listed in the order of highest to lowest rating in the results of the 2018 survey.

Satisfaction with Service Aspects on a 1-5 Point Scale	<u>2018</u>	<u>2017</u>	<u>% Change</u>
Driver courteous and helpful	4.21	4.29	-1.86%
Driver dressed appropriately/clean	4.19	4.3	-2.56%
Person on phone courteous	4.19	4.14	1.21%
Vehicle/shuttle was clean	4.13	4.21	-1.90%
Driver operated vehicle safely/followed traffic laws	4.13	4.2	-1.67%
Vehicle/shuttle was in working order	4.1	4.17	-1.68%
No problems with phone menu	4.1	4.08	0.49%
Overall high level of satisfaction with drop off experience	4.08	4.09	-0.24%
Driver offered me help during drop off	4.05	4.08	-0.74%
Driver dropped me off on time/in correct place	4.01	3.96	1.26%
Driver arrived correct address/pickup spot	3.98	4.09	-2.69%
Overall high level of satisfaction with ride experience	3.94	4.03	-2.23%
Person on phone able to arrange request for transportation	3.88	3.87	0.26%
Able to reach customer service quickly	3.86	3.79	1.85%
Overall high level of satisfaction with pickup experience	3.83	3.81	0.52%
Person on phone knowledgeable	3.8	3.86	-1.55%
Easy to make arrangements for transportation on phone	3.75	3.85	-2.60%
Prefer use of smaller vehicles	3.65	3.69	-1.08%
Overall experience	3.64	3.65	-0.27%
Hold times not an issue	3.61	3.73	-3.22%
Driver on time	3.53	3.47	1.73%

As the survey results indicate the riders are clearly more positive than negative when it comes to all variables assessed. The highest rated variables were driver courtesy and helpfulness, drivers being dressed appropriately and being clean, the person on the phone being courteous, vehicles being clean, and driver operating the vehicle safely/following traffic rules.

The lowest rated variables were driver timeliness and the amount of time on hold. In order to follow up on the two lowest rated variables LAVTA staff analyzed the on-time-performance and telephone hold time statistics in the last twelve month period to see how the actual trends correspond to the survey findings. As shown in the two tables below both the OTP percentages as well as on hold time have steadily been improving over the past 12 months. The OTP has increased from 78.85% in December 2017 to 94.2% in December 2018. The on hold time has increased from 78.09% of phone calls being picked up within 60 seconds in December 2017 to 89.59% of phone calls being picked up within 60 seconds in December 2018. There is still room for improvement, but LAVTA staff is happy to see that the agency is on the right track with both of these important aspects of the service.

On Time Performance Percentages:

Month, Year	OTP %
December 2017	78.85%
January 2018	77.75%
February 2018	82.31%
March 2018	86.97%
April 2018	89.36%
May 2018	87.24%
June 2018	88.13%
July 2018	90.42%
August 2018	91.06%
September 2018	92.79%
October 2018	91.74%
November 2018	94.71%
December 2018	94.2%

Telephone Hold Times Percentages:

Month, Year	<60 Seconds	<180 Seconds
December 2017	78.09%	91.78%
January 2018	74.45%	89.27%
February 2018	75.43%	90.31%
March 2018	72.43%	86.28%
April 2018	76.31%	90.99%
May 2018	84.12%	94.94%
June 2018	80.38%	93.78%
July 2018	75.31%	90.33%
August 2018	90.95%	97.1%
September 2018	77.44%	91.38%
October 2018	78.94%	91.75%
November 2018	93.04%	97.59%
December 2018	89.59%	94.01%

Next Steps

LAVTA staff will continue working with the contractor to monitor and improve the service quality. The next Dial-A-Ride customer satisfaction survey is scheduled to be conducted in six month.

Action Requested

None – Information only.

Attachments:

1. Dial-A-Ride Customer Service Survey PowerPoint

Wheels Paratransit Dial-A-Ride Customer Service Survey

Jonathan Steketee

Customer Service & Contract Compliance Manager | LAVTA

Email: jsteketee@lavta.org Office: (925)-455-7562



@wheelsbus

Overview

- LAVTA contracts with a third party to perform a customer satisfaction survey for the Wheels Dial-A-Ride Service.
- This year, LAVTA is going to perform two surveys.
 - The first survey took place in November/December of 2018
 - The second survey will take place in late spring/early summer of 2019
- The participants surveyed via telephone were randomly selected, and the online survey was sent to the email addresses in the LAVTA paratransit database.
- A total of 280 Dial-A-Ride surveys were completed, which included 220 phone surveys and 60 online surveys.

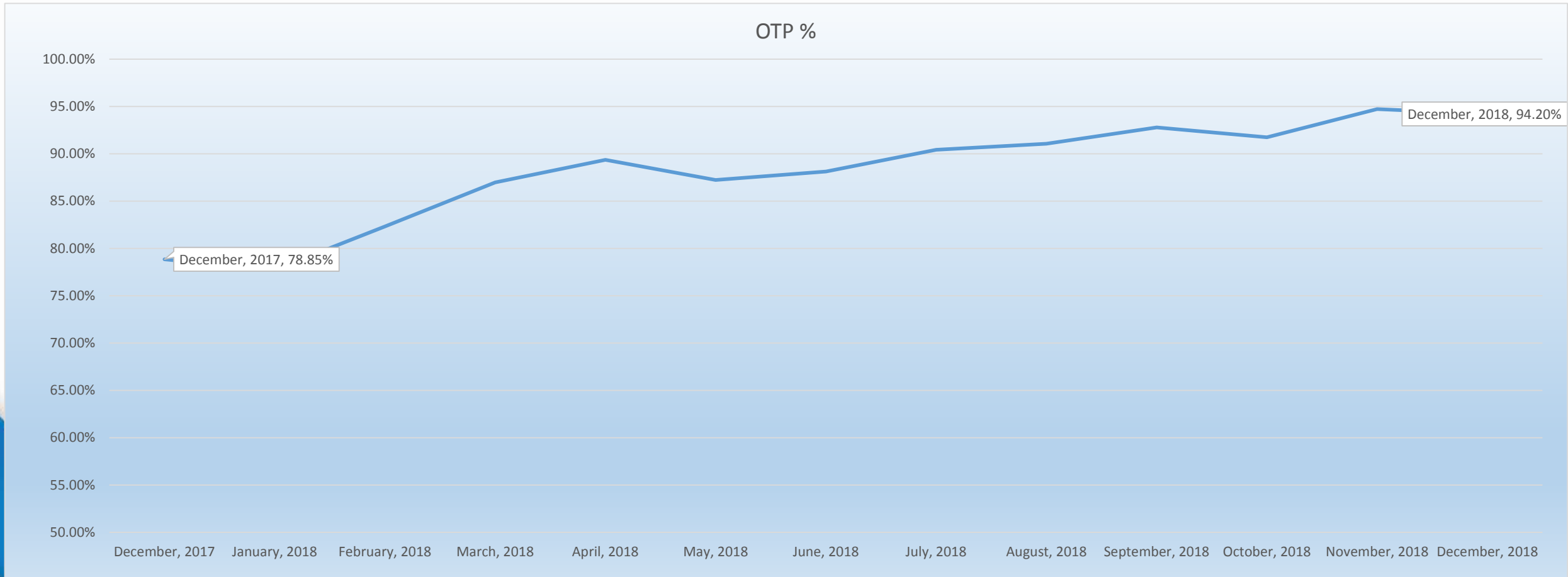
Survey Results

Satisfaction with Service Aspects on a 1-5 Point Scale	2018	2017	% Change
Driver courteous and helpful	4.21	4.29	-1.86%
Driver dressed appropriately/clean	4.19	4.3	-2.56%
Person on phone courteous	4.19	4.14	1.21%
Vehicle/shuttle was clean	4.13	4.21	-1.90%
Driver operated vehicle safely/followed traffic laws	4.13	4.2	-1.67%
Vehicle/shuttle was in working order	4.1	4.17	-1.68%
No problems with phone menu	4.1	4.08	0.49%
Overall high level of satisfaction with drop off experience	4.08	4.09	-0.24%
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Person on phone able to arrange request for transportation	3.88	3.87	0.26%
Able to reach customer service quickly	3.86	3.79	1.85%
Overall high level of satisfaction with pickup experience	3.83	3.81	0.52%
Person on phone knowledgeable	3.8	3.86	-1.55%
Easy to make arrangements for transportation on phone	3.75	3.85	-2.60%
Prefer use of smaller vehicles	3.65	3.69	-1.08%
Overall experience	3.64	3.65	-0.27%
Hold times not an issue	3.61	3.73	-3.22%
Driver on time	3.53	3.47	1.73%

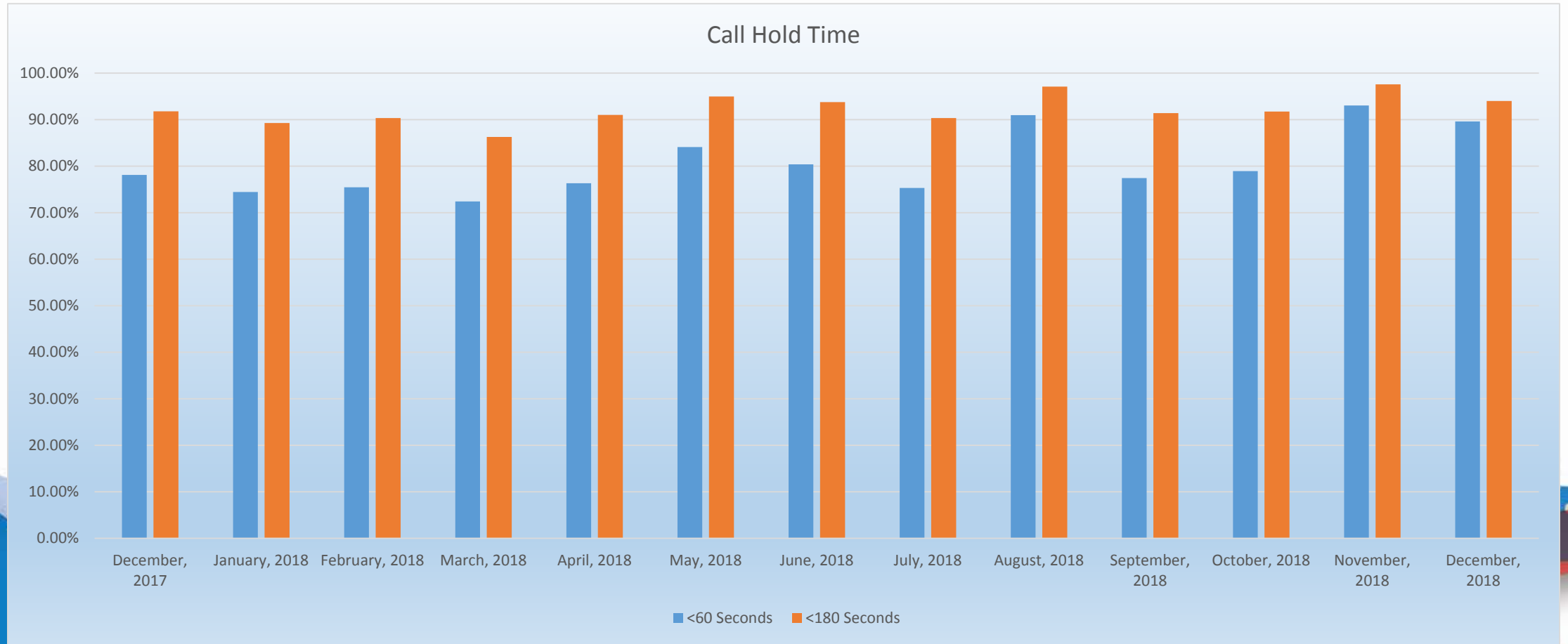
Survey Results

- When comparing the results of this most recent survey conducted in November/December, 2018 to the previous survey from December 2017 we can see that there was no statistically significant difference between the ratings in the two surveys
- As the survey results are indicating the riders are clearly more positive than negative when it comes to all variables assessed.
- The highest rated variables were:
 - Driver Courtesy and Helpfulness
 - Drivers Being Dressed Appropriately
 - The person on the phone being courteous
 - Vehicles being clean
 - Driver operating the vehicle safely/following traffic rules.
- The categories with the lowest satisfaction were:
 - Driver timeliness
 - Amount of time on hold.

On Time Performance Data



Call Hold Time



Key Action Items

- Continue to Monitor and Improve On Time Performance with a goal of at or above 95%
- Continue to Monitor and Improve Hold Times for calls
- Ensure drivers are dressed in company uniform with LAVTA Contractor Badge

AGENDA

ITEM 8



STAFF REPORT

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

FROM: Kadri Klm, Paratransit Planner

DATE: March 6, 2019

Action Requested

This is an informational item.

Background

Each year, Alameda CTC Measure B and BB recipients are required to submit an annual program plan 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 (2019/2020) is \$526,810.

Attached is LAVTA's Annual program plan.

Recommendation

Information only.

Attachments:

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



FY 2019-20 Annual Paratransit Program Plan Application for Measure B and BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• www.AlamedaCTC.org

The Alameda County Transportation Commission (Alameda CTC) requires recipients of paratransit funding to participate in an Annual Program Plan Review process. 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 in Alameda County.

Requirements and Instructions

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 FY 2019-20 Program Plan Excel workbook contains a tab to report on FY 2017-18 performance and budget (Attachment A Table). The FY 2017-18 program information entered into Table A will be used to monitor program performance and, where applicable, should align with program information included in the FY 2017-18 compliance report.*
3. References:
 - a. FY 2019-20 MB and MBB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2019)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised December 2018
 - c. Alameda CTC Timely Use of Funds Policy, adopted December 2015

Submit the Word and Excel files listed above electronically via email by February 28, 2019 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 19-20 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY19-20_Paratransit_Program_Application.doc).

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467.

FY 2019-20 Annual Paratransit Program Plan Application Due by February 28, 2019

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

Date Submitted: 2/28/19_____

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 (DLD, pass-through) and paratransit discretionary 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 December 2018 (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 Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the American's with Disabilities Act (ADA).
- **Same-Day Transportation 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 or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

- **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 same-day 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.
- **Door-through-Door/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 and/or 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 discretionary grant funds, you may be required to submit further information.

A. Provide a short narrative description of your agency's FY 2019-20 program.

All Measure B and BB funding will be used to provide the "Wheels Dial-A-Ride" ADA mandated door-to-door paratransit service. The Wheels Dial-A-Ride service area covers the cities of Livermore, Dublin, and Pleasanton, as well as a medical center in San Ramon, and goes beyond the ADA 3/4 mile minimum boundary requirement of the Wheels fixed route bus system. Dial-A-Ride operates at the same time when Wheels route 10R is operating which operates the longest of all the fixed routes (from ~4:30a-1:30a). LAVTA's Dial-A-Ride operations and maintenance are provided through a brokerage contract 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.

LAVTA has undertaken a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study, led by a planning team from Nelson Nygaard and is expected to conclude by 6/30/19. The study was launched in an effort to evaluate the provision of paratransit service throughout the Tri-Valley, identify gaps and opportunities for streamlining, and engage stakeholders, users and non-users. Recommendations from the study will be reviewed and possibly implemented in FY20 and beyond.

B. 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 of 3/4 mile buffer around the fixed route system. Since the ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through the Para-Taxi service. Seniors and people with disabilities can travel on fixed route for half fare.

One of the goals of the Comprehensive Tri-Valley Paratransit Assessment was to identify unmet needs within the senior and disabled community, as well as identify ways to streamline the service delivery process. The expectation is that recommendations from the study, once implemented, will better meet the needs of and enhance the quality of life for those who use paratransit in the Tri-Valley. Recommendations of the study include transferring the ADA service from the Pleasanton Paratransit Service to LAVTA, exploring new technology (such as online scheduling and taxi debit card payment method for the Para-Taxi program), including TNC's into the Para-Taxi program, etc.

C. 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. Please report separately, if available, for ADA paratransit, Same-

Day Transportation (taxi and TNC), Specialized Accessible Van, and/or Accessible Fixed-Route Shuttle if applicable.

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)
- Nursing homes (Pleasanton Nursing and Rehab)

D. Please provide your average trip length, if available, and any interesting outliers, e.g. a significantly short or long trip associated with one of the common trip destinations above.

The average trip length in FY19 was 6.8 miles

2. Will your agency's program for FY 2019-20 conform to the Paratransit Program Implementation Guidelines, as required?

Yes

No

A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 28, 2019)

3. If proposing any service or program changes in FY 2019-20 from the current year, FY 2018-19, 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 and the City of Pleasanton hired Nelson/Nygaard to conduct a Comprehensive Tri-Valley Paratransit Assessment to look for areas of overlap, gaps in services, and opportunities to streamline services. Included in the study is an analysis of LAVTA's provision of ADA paratransit service as it relates to current ridership and projected growth and recommendations for policy adjustments. Any policy modifications would be subject to a public hearing and LAVTA Board approval.

Recommendations of the study include transferring the ADA service from the Pleasanton Paratransit Service to LAVTA, exploring new technology (such as online scheduling and taxi debit card payment method for the Para-Taxi program), including TNC's into the Para-Taxi program, etc. These additions provide seniors and persons with disabilities as well as their caregivers more options for accessing transportation services.

4. **Looking ahead, beyond FY 2019-20, do you anticipate major service changes? Please briefly describe.** Describe major changes such as beginning or ending a type of service anticipated within the next five years.

LAVTA is not anticipating any major changes, but there may be some changes based on the recommendations from the Comprehensive Tri-Valley Paratransit Assessment. This could include one-click/one call clearing house, mobile ticketing, online trip booking, and outsourcing the eligibility/assessments to a contractor.

PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The December 2018 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 5A – 5F below and for each item, further explanation is requested. **If your FY 2019-20 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)
 - B. **Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and how capacity will be managed)
 - C. **Same-Day Transportation Program that includes incentives to drivers and/or transportation providers** (describe the proposed incentives)
 - D. **Accessible Shuttle Service** (for new shuttles – 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)
 - 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)

N/A

DEVELOPMENT OF PROGRAM PLAN

- 6. 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 (Tri-Valley Accessible Advisory Committee or TAAC) that meets bi-monthly to discuss passenger concerns and advise LAVTA on improvement of its services and facilities. The TAAC 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 TAAC, which meets every other month. The scope of work for the Comprehensive Tri-Valley Paratransit Assessment was partially derived from feedback received from the TAAC as well as from comments received from paratransit passengers. Significant public and stakeholder input (senior and disabled populations) has been included in the Comprehensive Tri-Valley Paratransit Assessment.

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

The 2018 annual Dial-A-Ride customer satisfaction survey was conducted in December 2018. The survey was administered by a third party surveyor, and a total of 280 Dial-A-Ride surveys were completed, which included 220 phone surveys and 60 online surveys.

Below is the summary of findings from most satisfied to least satisfied aspects of the service. The scale was from 1 to 5. 5 being the most satisfied and 1 being dissatisfied.

Satisfaction with Service Aspects on a 1-5 Point Scale	2018
Driver courteous and helpful	4.21
Driver dressed appropriately/clean	4.19
Person on phone courteous	4.19
Vehicle/shuttle was clean	4.13
Driver operated vehicle safely/followed traffic laws	4.13
Vehicle/shuttle was in working order	4.1
No problems with phone menu	4.1
Overall high level of satisfaction with drop off experience	4.08
Driver offered me help during drop off	4.05
Driver dropped me off on time/in correct place	4.01
Driver arrived correct address/pickup spot	3.98

Overall high level of satisfaction with ride experience	3.94
Person on phone able to arrange request for transportation	3.88
Able to reach customer service quickly	3.86
Overall high level of satisfaction with pickup experience	3.83
Person on phone knowledgeable	3.8
Easy to make arrangements for transportation on phone	3.75
Prefer use of smaller vehicles	3.65
Overall experience	3.64
Hold times not an issue	3.61
Driver on time	3.53

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 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. Significant public and stakeholder input (senior and disabled populations) has also been included in the Comprehensive Tri-Valley Paratransit Assessment.

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

The Comprehensive Tri-Valley Paratransit Assessment's Scope of Work included strong emphasis on innovative/emerging technology solutions, which resulted in short- and long term recommendations such the one-click clearing house, phone app/mobile ticketing, Para-Taxi debit card, online trip booking, interfacing with Transportation Network Companies (TNCs), etc.

Based on the rider feedback as well as the Tri-Valley Comprehensive Paratransit Study LAVTA would like to include a Para-Taxi debit card feature as well as TNCs into its Para-Taxi program. Para-Taxi debit card would eliminate the need for the patrons to pay the full taxi fare up front as well as the need to have a credit card. LAVTA is also excited about Uber's same day wheelchair accessible service called WAV, which is now available in LAVTA service area. Also, LAVTA is currently working on including a third party concierge service (such as Go Go Grandparents) to the agency's GoDublin and possibly also Para-Taxi program so that patrons who do not have smartphones can call in and book their rides that way.

10. 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

- A.** If "Yes", provide the name of the governing body and planned or actual approval date.

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OUTREACH

- 11. 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.

<p>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 and Para-Taxi program. This information is also available on LAVTA web site at www.wheelsbus.com.</p>

ELIGIBILITY AND ENROLLMENT

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

<p>LAVTA's ADA paratransit eligibility determination process includes two parts:</p> <ol style="list-style-type: none"> 1. Paper application, which also includes the applicant's medical care professional's verification, and 2. In-person assessment

<p>The primary eligibility criteria is being unable to utilize the fixed route bus system due to a disability or health-related condition.</p>
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- 13. 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.**

<p>Applicants submit a completed application to LAVTA. LAVTA has an ADA mandated 21 calendar day window for the completion of applications. Applicants who have critical medical needs, such as dialysis patients, are given higher priority in the application process. LAVTA then will schedule in the in-person assessment.</p>
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CUSTOMER SATISFACTION

- 14. 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.

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. 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. Complaints are tallied and reported to the Board monthly. The contract with MTM incentivizes low complaints.

- A. 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.*)

The lowest rated variables of the customer satisfaction survey were driver timeliness and the amount of time on hold on the phone. To investigate further, LAVTA staff analyzed the monthly on-time performance and hold times statistics from January 2018 to December 2018. The two tables below demonstrate the findings. The monthly telephone hold times' table demonstrates that the hold time percentages have been improving from December 2017 to December 2018. The same is true for the on time performance, which has increased from high seventies to mid-nineties.

Telephone Hold Times Percentages:

Month, Year	<60 Seconds	<180 Seconds
December, 2017	78.09%	91.78%
January, 2018	74.45%	89.27%
February, 2018	75.43%	90.31%
March, 2018	72.43%	86.28%
April, 2018	76.31%	90.99%
May, 2018	84.12%	94.94%
June, 2018	80.38%	93.78%
July, 2018	75.31%	90.33%
August, 2018	90.95%	97.1%
September, 2018	77.44%	91.38%
October, 2018	78.94%	91.75%
November, 2018	93.04%	97.59%
December, 2018	89.59%	94.01%

On Time Performance Percentages:

Month, Year	OTP %
December, 2017	78.85%
January, 2018	77.75%
February, 2018	82.31%
March, 2018	86.97%
April, 2018	89.36%
May, 2018	87.24%
June, 2018	88.13%
July, 2018	90.42%
August, 2018	91.06%
September, 2018	92.79%
October, 2018	91.74%
November, 2018	94.71%
December, 2018	94.2%

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

Hired more drivers and retrained call center staff. Additionally, we are working on ensuring that all subcontractors have a clearly identifiable uniform and identification issued by LAVTA.

EXPECTED DEMAND/USE OF SERVICES

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

Registrants at beginning of FY 2017-18	1,198
Registrants at end of FY 2017-18	
Current Registrants for FY 2018-19	984
Projected Registrants for FY 2019-20	1,100

A. 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.

One of the recommendations of the Comprehensive Paratransit Assessment/Mobility Forward study is to transfer the ADA service from Pleasanton Paratransit to LAVTA. As such, there may be an increase of Pleasanton residents applying for Wheels Dial-A-Ride.

16. Do you expect the total number of one-way trips provided by your program in FY 2019-20 to increase, decrease or stay the same compared to the current year, FY 2018-19? Why?

One of the recommendations of the Comprehensive Paratransit Assessment/Mobility Forward study is to transfer the ADA service from Pleasanton Paratransit to LAVTA. Because of this there may be an increase of Pleasanton residents' trips on Wheels Dial-A-Ride.

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

- Yes
- No

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

18. Please provide the number of trips provided to consumers who required an accessible vehicle, if available. If trips were provided in more than one service (e.g. taxi, TNC, specialized accessible van, etc.), please specify for each.

Number of trips provided to consumers who require an accessible vehicle in FY 2017-18	12,671 (actual)
Number of trips provided to consumers who require an accessible vehicle in FY 2018-19	12,569 (estimate)
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20	13,000 (estimate)

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2017-18, or to date in FY 2018-19. 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.)*

None.

FINANCES: PROGRAM REVENUE AND COST

- 21. Detail your FY 2019-20 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 all or in part with a Measure B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/BB" column.
- 22. 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.*

A. Management/Overhead Costs

\$55,000- 25% of labor costs for the contracts manager and the paratransit planner.

B. Customer Service and Outreach Costs

\$38,742- 25% of the labor costs for the employees who take the calls and answer the questions of paratransit customers. Not scheduling or dispatch calls but calls with questions and concerns.

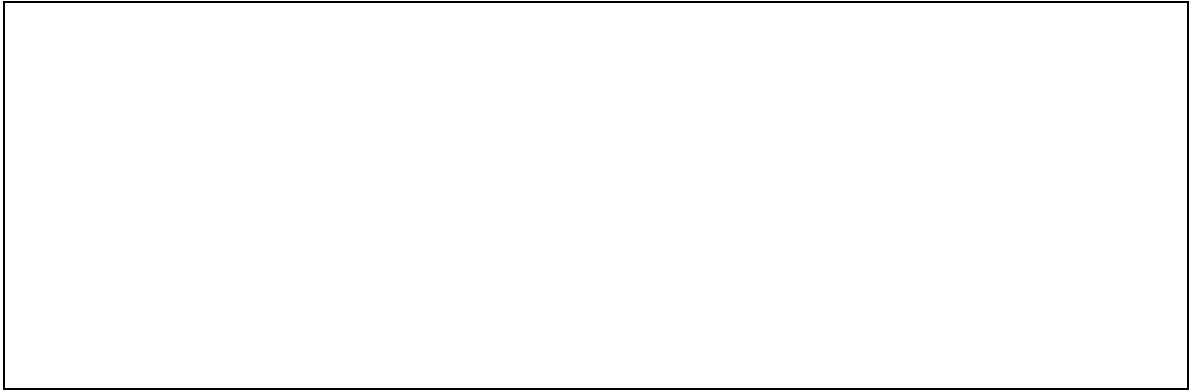
PROGRAM FUNDING RESERVES

- 23. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2019-20, as shown in Attachment C, please explain. How do you plan to expend these funds and when?**

We will not have any reserves.

MISCELLANEOUS

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

A large, empty rectangular box with a thin black border, intended for the applicant to provide additional notes or clarifications about their program plan.

AGENDA

ITEM 9



STAFF REPORT

SUBJECT: Announcement of TAAC Recruitment for Terms Starting FY 2019/2020

FROM: Kadri Klm, Paratransit Planner

DATE: March 6, 2019

Action Requested

Information only.

Background

On June 30th 2019, terms will expire for three TAAC members:

- Shawn Costello – Dublin Alternate
- Carmen Rivera-Hendrickson – Pleasanton Representative
- Sue Tuite – Pleasanton Representative

Discussion

Due to the current term expirations and one existing vacancy the TAAC will have the following position openings for FY 2019/20:

Dublin

- 1 member

Pleasanton

- 2 members

Social Services

- 1 alternate

Staff will be releasing solicitations for new members shortly and will encourage current Wheels Fixed-Route, Dial-A-Ride users as well as social service professionals to apply for the openings. **All applications are due on April 19, 2019.** Positions will be reviewed by the TAAC at the Committee's May

meeting and LAVTA's Board of Directors will review the applications and select TAAC members at their June meeting. New members will start serving at the July 2019 meeting.

Action Requested

Information only.

Attachments:

1. TAAC Term Expirations
2. TAAC Application

Tri-Valley Accessible Advisory Committee (TAAC)
 Membership Directory for FY 2019 (July 2018 to June 2019)
As of January 11, 2019

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Shawn Costello	2 years	July 2017	June 2019
Connie Mack	2 years	July 2018	June 2020
Helen Buckholz (Alternate)	2 years	July 2018	June 2020

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Russ Riley	2 years	July 2018	June 2020
Judith LaMarre	2 years	July 2018	June 2020
Bob Chulata (Alternate)	2 years	July 2018	June 2020

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Carmen Rivera-Hendrickson	2 years	July 2017	June 2019
Sue Tuite	1 year	July 2017	June 2019
Jeffrey Jacobsen (Alternate)	2 years	December 2018	June 2020

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2018	June 2020
David Weir (Alternate)	2 years	July 2018	June 2020

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Melanie Henry	2 years	July 2018	June 2020
Rachel Prater	2 years	July 2018	June 2020
Amy Mauldin	2 years	July 2018	June 2020
Alternate (VACANT)			

PAPCO Representative

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Esther Waltz	N/A	2014	Same as PAPCO Term

Livermore Amador Valley
TRANSIT AUTHORITY



**Livermore Amador Valley Transit Authority
Tri-Valley Accessible Advisory Committee (TAAC)**

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 TAAC. Appointments to the TAAC 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 TAAC 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 11



STAFF REPORT

SUBJECT: Fixed Route, Dial-A-Ride, & Agency Updates

FROM: Jonathan Steketee, Customer Service & Contract
Compliance Manager

DATE: March 6, 2019

Action Requested
Informational Only

Update

TAAC Binders and Identification Cards

New TAAC Binders and Identification cards should be available to members at the March 2019 meeting. Additionally, we will be able to print new ADA identification cards for eligible individuals with the new Wheels logo.

Subcontractor Changes for Dial-A-Ride

MTM has been in negotiations with their subcontractors. MTM has decided to reduce the number of subcontractors that they use for service to two companies, North Bay & Tri-Valley. As a result, on March 14, 2019 all other subcontractors will cease to provide service. Operators from companies not continuing with MTM have been offered interviews with North Bay.

Additionally, you should be seeing operators in full uniform with a LAVTA Contractor Identification ID by March 14, 2019.

Near Future Strategic Planning

In March, we will be releasing a Request for Proposals (RFP) for Strategic Planning Services. There will be two components to the RFP. Part One will be the Tri-Valley Hub Network Integration Study, which is funded and a

requirement of the State that is tied to the Dublin Parking Garage TIRCP grant. The study will identify opportunities for coordinated megaregional, regional and local bus services at the future Tri-Valley Hub.

Part Two of the RFP will include both a Short Range Transit Plan (SRTP) and a Long Range Transit Plan (LRTP) for LAVTA. The SRTP and LRTP are partially (50%) funded through a grant from the Alameda County Transportation Commission (ACTC).

Proposers will be given the option of submitting proposals on the entire RFP or on either of the components individually. Issuing a single RFP but reserving the ability to award the two components as a combined contract or as separate contracts gives LAVTA flexibility in evaluating the proposals. This strategy also provides potential proposers the opportunity to demonstrate the cost efficiencies that might be possible with a single award.

At the present time, we anticipate bringing a recommendation to the Board this summer. The anticipated timeline for the planning studies is in the 18-24 month range.

Shared Autonomous Vehicle Project

Staff continues to work with BART on the storage and charging infrastructure for the shared autonomous vehicle project. The work has been authorized and is scheduled for completion with BART paying for the construction and installation of the charging infrastructure, as well as the ongoing utility costs to charge the SAV. Additionally, staff is working to install a wireless charger at the site. Discussion with GoMentum to transfer the contract continue and staff estimates a draft agreement for LAVTA Board consideration in the near future.

Development and Submission of Grants for Parataxi and Go Dublin

Staff has two grant proposals for ACTC 2020 discretionary grant that have been recommended by ACTC staff and approved by PAPCO. The first grant is \$139,391 for the LAVTA ParaTaxi program to be funded over 5-years. The second grant is for \$86,240 to implement a debit card program for ParaTaxi where individuals can load funds on the debit card and have the 85% reimbursement from LAVTA for ParaTaxi rides automatically applied.

Finally, staff is working with the Bay Area Air Quality Management District on the development of a grant to expand Go Dublin, the innovation partnership between LAVTA and Transit Network Companies (TNCs) in Dublin. Recently, Uber has join forces with MV to provide accessible vehicles for Uber in Dublin, which allows LAVTA's Go Dublin project to have reliable accessibility for all users. Staff continues to work with innovative ideas, such as a near future concierge program for passengers using Go Dublin without access to a smartphone and anticipates ridership growth with program. Citywide, ridership continues to grow in Dublin on the LAVTA bus routes and with the Go Dublin program.