

STAFF REPORT

SUBJECT: Mobility Forward Study Update and Presentation  
FROM: Jonathan Steketee, Customer Service & Contract Compliance Manager  
DATE: June 3, 2019

---

**Action Requested**

Receive and move to accept the Mobility Forward Study conducted by Nelson Nygaard.

**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 study was conducted by Nelson Nygaard.

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**

Richard Weiner from Nelson Nygaard will be giving a presentation in regards to the study.

Overall, the Assessment is positive for LAVTA. We continue to improve our service in the TriValley.

The following recommendations were given in the report:

1. Transfer ADA Paratransit Service currently provided by Pleasanton Paratransit to be provided by LAVTA.
2. Evaluate continued use of brokerage model for providing ADA paratransit service.
3. Explore new technology to assist operations and customers.
4. Enhance in-person eligibility assessment model.

5. 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)
6. Explore options for increasing same day service through potential TNC expansion
7. Explore potential for cost sharing with Regional Centers and dialysis clinics
8. Implement a transit orientation “tech training” program
9. Explore viability of Older Driver Cessation program
10. Share scheduling and dispatch platforms with PPS
11. Develop coordinated public information
12. Advocate for more equitable allocation of Measure B and BB funding in East County
13. Explore mobility management options

LAVTA staff is reviewing the recommendations made in the assessment. Some items are currently being acted upon with the potential of a new debit card program for ParaTaxi, inclusion of TNCs for reimbursement under the ParaTaxi program, enhanced marketing and information for eligible riders. Staff also is working with City of Pleasanton staff on recommendations. Evaluation and action items will come back to the board in the near future.

**Recommendation**

The Projects and Services Committee recommends that the Board accept the Mobility Forward Study.

**Attachments:**

1. Mobility Forward Tri-Valley Paratransit Study PowerPoint

*Approved:* \_\_\_\_\_



# mobility forward

Tri-Valley  
Paratransit Study

Final Presentation

May 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, Regional Center and Adult Day Center trips increasing with no cost contribution from agencies/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](mailto:rweiner@nelsonnygaard.com)