

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

Tri-Valley Accessible Advisory Committee

Meeting

DATE: **Wednesday, March 4, 2020**

PLACE: **Pleasanton Senior Center**
5353 Sunol Blvd, Pleasanton, CA 94566

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 8, 2020 meeting (please review prior to meeting)	Action	3:40
6. GoDublin Program	Discussion	3:45

7. TAAC Recruitment	Discussion	3:55
8. LAVTA's Annual Paratransit Plan to ACTC	Information	4:05
9. Updated Para-Taxi Brochure	Information	4:15
10. Discussion of Fare Free Buses	Action	4:25
11. PAPCO Report	Information	4:40
12. Agency Updates & Service Concerns	Information	4:45
13. Adjournment		5:00

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

Jennifer Suda

2/28/2020

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 8, 2020

PLACE: **Pleasanton Senior Center**
5353 Sunol Blvd., Pleasanton, CA 94566

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The TAAC Chair Herb Hastings called the meeting to order at 3:35 pm.

Members Present:

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

Staff Present:

Jonathan Steketee	LAVTA
Kadri Kulm	LAVTA
Ashley Wong	LAVTA
Jamie Walters	LAVTA
Christian Pereira	MV Transit

Public:

Diana Houghtaling

Senior Support Services of Tri-Valley

2. Roll Call

3. Approval of Agenda and Modifications in necessary

Rivera-Hendrickson/Tuite

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)

None.

5. Minutes of the November 6, 2019 meetings of the Committee

Approved.

Tuite/Rivera-Hendrickson

Rivera-Hendrickson and Costello abstained

6. FY 2020 1st Quarter Operations Report

Staff gave the FY20 1st quarter operations report that covers the months of July, August and September of 2019. The report covered the fixed route service, paratransit and GoDublin as well as accidents/incidents. The ridership has increased by 11.3% on fixed route when compared to Q1FY19.

7. Para-Taxi Update

Staff gave an overview of the Q1FY20 Para-Taxi statistics. The ridership is increasing and the program is cost effective for both LAVTA and the rider when compared to the traditional Wheels Dial-A-Ride service. Transit Network Companies (TNCs) Uber and Lift are now part of the program and Uber also provides the same day Wheelchair Accessible Vehicle (WAV) service.

8. PAPCO Report

Esther Waltz reported on the latest PAPCO meeting.

9. Service Updates & Concerns

Staff updated the committee on 2019 Stuff-A-Bus Food Drive, Tri-Valley Hub Network Integration Study, holiday parades, KKIQ Wayne Coy's Toy Drive, SAV program, Go Tri-Valley, Pleasanton BRT enhancements, transit signal priority upgrade and expansion, and TAAC recruitment.

Carmen Rivera-Hendrickson said that she likes the new driver uniforms and that the fixed route driver who was driving the bus to the TAAC meeting drove very well (#0904).

Jeff Jacobsen let everyone know that the Night to Shine event is on February 7th and wanted to make sure Dial-A-Ride pickups would go smoothly to and from the event.

Judy LaMarre reported on her trip back from Colorado when her train was 11 hours late, but she was still able to get home using both LINKS and Dial-A-Ride even though she finally arrived at 2:30am.

Shawn Costello said that his friend Donald Morris takes DAR and it takes him too long to get to work. Staff to look into this.

Sue Tuite said that on January 3rd her DAR from Pleasanton was late.

10. Chair Report

Herb Hastings reported that the Alameda County Disabilities Council received a presentation on the RTC/Clipper card with the help of BART's staff.

11. Adjournment

Meeting adjourned at 5:00 pm

AGENDA

ITEM 7

STAFF REPORT

SUBJECT: Recruitment Status for the Currently Vacant TAAC Positions and Announcement of TAAC Recruitment for Terms Starting FY 2020/2021

FROM: Kadri Klm, Paratransit Planner

DATE: March 4, 2020

Action Requested

Information only.

Background

There are currently two vacant positions in the TAAC, one for the Livermore alternate and one for the Dublin alternate position.

On June 30th 2020, terms will expire for nine current TAAC members:

- Connie Mack – Dublin representative
- Bob Chulata – Livermore representative
- Judith LaMarre – Livermore representative
- Jeffrey Jacobsen – Pleasanton alternate
- Herb Hastings – Alameda County representative
- David Weir – Alameda County alternate
- Melanie Henry – Social Services representative
- Rachel Prater – Social Services representative
- Amy Mauldin – Social Services representative

Discussion

Since the former Livermore representative Russ Riley recently resigned from the committee the Livermore alternate member Bob Chulata has officially taken his place as a Livermore representative leaving the Livermore alternate position vacant. Also, the city of Dublin alternate member Helen Buckholtz also recently resigned leaving that position open as well. LAVTA advertised the two open positions and received two applications - Michael Balero applied for the Livermore alternate position and Donna Singer for the Dublin alternate position.

Due to the current term expirations on 6/30/2020 the TAAC will have the following position openings for terms starting on July 1, 2020:

Dublin

- 1 member

Pleasanton

- 1 alternate

Livermore

- 2 members

County of Alameda

- 1 member
- 1 alternate

Social Services

- 3 members

Staff is recommending appointing Michael Balero to the Livermore alternate position and Donna Singer to the Dublin alternate position. Both memberships will be for terms ending in 6/30/2021.

Staff will be releasing solicitations for new members for terms starting on July 1, 2020 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 13, 2020.** 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 2020 meeting.

Action Requested

Information only.

Attachments:

1. TAAC Applications Received
2. TAAC Term Expirations
3. TAAC Application

**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**

RECEIVED

FEB 19 2020

**Livermore Amador Valley
Transit Authority**

APPLICATION FOR WAAC MEMBERSHIP

GENERAL INFORMATION

Name DONNA SINGER

Agency (if applicable) _____

Address [REDACTED]

City [REDACTED] Zip [REDACTED]

Home # [REDACTED] Work # [REDACTED] Mobile # [REDACTED]

Email address: [REDACTED]

Which of the following open positions are you applying for?
(May check more than one, if applicable.)

City of Dublin	<u>X</u>
City of Pleasanton	<u> </u>
City of Livermore	<u> </u>
Alameda County	<u> </u>
Social Services Agency	<u> </u>

You are eligible for your position because you are

A resident of the City or County and are

Elderly	<u>X</u>
Disabled	<u>X</u>
A Caretaker for a Disabled person	<u> </u>

Or

Employed in Social Services in the Tri Valley

1. Do you or your clients use Dial-A-Ride? If yes, how often?

I ride about 4 times a month.

2. Do you or your clients use Fixed Route service? If yes, how often?

NO

3. In a single statement, why do you want to be on this committee?

My goals are to have our WAAC make sound and informed decisions that will enhance and improve their overall purpose. I will assist the Board/Committee in maintaining the reliability of the wheels system in the LADTA.

4. What skills and knowledge do you feel you bring to this committee?

I have volunteered for several community agencies.
1. Chamber of Commerce - Oakland 1989-1999
2. Crime Stoppers - Hayward

3. St. Raymond's Lecture - 2007-2019 *4. Salvage to A*
5. Board 5 grows.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

*Yes, my schedule is very flexible
I am retired.*

6. Please include any additional information that may assist the decision making process.

I have served on a painting group board as a President for more than 15 years.

APPLICATION FOR TAAC MEMBERSHIP

GENERAL INFORMATION

Name J Michael BALEBO

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	<u>✓</u>
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	<u>✓</u>

Or

Employed in Social Services in the Tri-Valley _____

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JAN 10 2020
Livermore Amador Valley
Transit Authority

1. Do you or your clients use Dial-A-Ride? If yes, how often?

yes. my son does for his PROGRAM. Takes Dial-A-Ride
5 Days A Week.

2. Do you or your clients use Fixed Route service? If yes, how often?

No

3. In a single statement, why do you want to be on this committee?

I am a parent and advocate of an adult with special needs, and I feel strongly about advocating for those that are unable to advocate for themselves. When my son was a young child, I served as a committee member on the Durham Bus Advisory Committee.

4. What skills and knowledge do you feel you bring to this committee?

I have 25+ years of management experience. I am level-headed, a proven negotiator and I work well with all types of people. I have a demonstrated ability to listen and problem solve. Further, I am fair and unbiased.

5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?

yes.

6. Please include any additional information that may assist the decision making process.

I am well connected with in the Tri-Valley and strongly believe I will represent the community with integrity and fairness.

END OF APPLICATION

Tri-Valley Accessible Advisory Committee (TAAC)
 Membership Directory for FY 2020 (July 2019 to June 2020)
As of March 4, 2020

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Shawn Costello	2 years	July 2019	June 2021
Connie Mack	2 years	July 2018	June 2020
Vacant (Alternate)			June 2021

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Bob Chulata	2 years	July 2018	June 2020
Judith LaMarre	2 years	July 2018	June 2020
Vacant (Alternate)			June 2021

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Carmen Rivera-Hendrickson	2 years	July 2019	June 2021
Sue Tuite	1 year	July 2019	June 2021
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
Michael Galvan (Alternate)	2 years	July 2019	June 2021

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 _____

- END OF APPLICATION

AGENDA

ITEM 8

STAFF REPORT

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

FROM: Kadri Külm, Paratransit Planner

DATE: March 4, 2020

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 (2020/2021) is \$579,215.

Attached is the draft LAVTA's Annual program plan.

Recommendation

Information only.

Attachments:

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



FY 2020-21 Annual Paratransit Program Plan Application for Measures 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 2020-21 Program Plan Excel workbook contains a tab to report on FY 2018-19 performance and budget (Attachment Table A). The FY 2018-19 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 2018-19 compliance report.*
3. References:
 - a. FY 2020-21 Measure B and Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2020)
 - 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, 2020 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 20-21 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY20-21_Paratransit_Program_Application.doc).

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

FY 2020-21 Annual Paratransit Program Plan Application Due by February 28, 2020

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: 2/28/20

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 Table 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 2020-21 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 ACTC Measure B and BB GAP grant funded and partially LAVTA general fund-funded.

LAVTA recently undertook a Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton. The study, led by a planning team from Nelson Nygaard concluded in FY20. 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. One of the main recommendations of the study was to have LAVTA to provide all Pleasanton's ADA paratransit rides. Currently LAVTA and the city are negotiating the details of potentially transferring the ADA service to LAVTA.

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.

Below are DAR's top 10 destinations:

	Drop Off Location	# of Trips	Location Name	%
1	3201 DOOLAN RD, LIVERMORE	3153	Livermore DaVita Dialysis	6.6 7%
2	5801 OWENS DR, PLEASANTON	2593	Dublin/Pleasanton BART Station	5.4 8%
3	5720 STONERIDGE MALL RD, PLEASANTON	2207	Pleasanton DaVita Dialysis	4.6 7%
4	1601 Railroad Ave, Livermore	1755	Futures Explored (East Bay Regional Center day program)	3.7 1%
5	2021 Las Positas Court, Livermore	1545	(East Bay Regional Center day program)	3.2 7%
6	6533 Sierra Lane, Dublin	1171	The ARC of Alameda County (East Bay Regional Center day program)	2.4 8%
7	4355 COLGATE WAY, Livermore	759	Lili House (care home)	1.6 1%
8	1241 QUARRY LN, PLEASANTON	739	Keystone (East Bay Regional Center day program)	1.5 6%
9	76 FENTON ST, LIVERMORE	717	Vineyards Healthcare (nursing home)	1.5 2%
10	550 Airway Blvd, Livermore	687	(East Bay Regional Center day program)	1.4 5%

- 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.**

6.16 miles

- 2. Will your agency's program for FY 2020-21 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, 2020)**

- 3. If proposing any service or program changes in FY 2020-21 from the current year, FY 2019-20, 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.**

As recommended by the Comprehensive Tri-Valley Paratransit Study with the City of Pleasanton there may be transferring of all Pleasanton's ADA paratransit rides to LAVTA. Negotiations with the city are currently ongoing.

4. **Looking ahead, beyond FY 2020-21, 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.

NEW 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 2020-21 program plan includes any of the elements listed, in the box provided below, list the elements and the requested explanation for each. It is not necessary to include elements that were included in the FY 2019-20 Plan and are unchanged.** Applicants must address any applicable paratransit projects and programs listed in Attachment Table 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.

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

The 2019 annual Dial-A-Ride customer satisfaction survey was conducted in the Summer of 2019. The survey was administered by a third party surveyor, and a total of 289 Dial-A-Ride surveys were completed, which included 228 phone surveys and 61 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 with 5 being the most satisfied and 1 being dissatisfied.

Satisfaction with Service Aspects on a 1-5 Point Scale	2019
Driver operated vehicle safely/followed traffic laws	4.17
Driver courteous and helpful	4.15
Driver dressed appropriately/clean	4.15
Person on phone courteous	4.07
Vehicle/shuttle was clean	4.07
Vehicle/shuttle was in working order	4.03
Driver offered me help during drop off	4.02
Driver arrived correct address/pickup spot	4.01
Overall high level of satisfaction with ride experience	4.00
No problems with phone menu	3.98
Overall high level of satisfaction with drop off experience	3.96
Driver dropped me off on time/in correct place	3.92
Able to reach customer service quickly	3.87
Person on phone able to arrange request for transportation	3.82

Person on phone knowledgeable	3.82	
Easy to make arrangements for transportation on phone	3.82	
Overall high level of satisfaction with pickup experience	3.73	
Hold times not an issue	3.63	
Overall experience	3.61	
Prefer use of smaller vehicles	3.58	
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.

Our passenger satisfaction survey is utilized as an evaluation of the service we provide to the public; additionally, it is used as a key performance indicator for our contractor. While we are not anticipating any major changes to the program, we use the survey to give us a snap shot as to whether or not the program is meeting the needs of our passengers.

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 recently included TNCs into the Para-Taxi program, which also includes Uber's same day accessible service WAV. The patrons without smartphones or without the ability to use smartphones can now use a concierge service called GoGoGrandparents. LAVTA has heard positive feedback about all of these newest additions to the program – TNCs, WAV, and GoGoGrandparents.

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

[X] 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 Table 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 and Para-Taxi program. This information is also available on LAVTA web site at www.wheelsbus.com .

ELIGIBILITY AND ENROLLMENT

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

LAVTA's ADA paratransit eligibility determination process includes two parts: <ol style="list-style-type: none">1. Paper application, which also includes the applicant's medical care professional's verification, and2. 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.**

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.

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 Table B.
(Complaints are defined as phone calls, letters, or emails received for the specific purpose of making a complaint.)

Comparing the results of this most recent survey conducted in June 2019 to the previous survey from November/December 2018 shows that there was not statistically significant differences between the ratings in the two surveys.

As the survey results indicate the riders are clearly more positive than negative when it comes to all variables assessed. There was a noticeable change in the number of highly agree to agree. This could mean that there is a sliding confidence in some categories, or that the individual taking the survey was positive, but more reserve in their rating. There was not a migration of favorable to unfavorable rankings. 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.

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

The subcontractors now 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 2018-19	984
Registrants at end of FY 2018-19	
Current Registrants for FY 2019-20	945
Projected Registrants for FY 2020-21	1,000

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 2020-21 to increase, decrease or stay the same compared to the current year, FY 2019-20? 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 Table A and Table 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.)*

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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 2018-19	13,139
Number of trips provided to consumers who require an accessible vehicle in FY 2019-20 as of Dec. 31, 2019	6,093
Number of trips projected to consumers who require an accessible vehicle in FY 2019-20	12,664

VEHICLE FLEET

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

SAFETY INCIDENTS

20. Describe any safety incidents recorded by your program in FY 2018-19, or to date in FY 2019-20. Specify for each of the paratransit projects and programs listed in Attachment Table 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.

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FINANCES: PROGRAM REVENUE AND COST

21. Detail your FY 2020-21 program's total estimated revenue (all fund sources) and total cost by completing Attachment Table 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

Manager oversight salary (paratransit portion) \$30,475. Paratransit staff person salary \$82,630. Intern \$16,097. Benefits \$40,842. Utilities \$4,333, facility maintenance \$10,745

B. Customer Service and Outreach Costs

Customer service staff 5% of their time salary \$8,540. Paratransit printing, brochures, applications etc. \$10,756.00.

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 2020-21, as shown in Attachment Table 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.

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2018-19)

Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other funds available for FY 2018-19)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$ 200,170
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2018-19	\$0
FY 2018-19 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$ 362,042
Total FY 2018-19 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$ 562,212
Total FY 2018-19 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,256,218
Total FY 2018-19 Program Revenue (Measure B, Measure BB and all other sources available for FY 2018-19) <i>(Automatically calculated)</i>	\$ 1,818,430

[illegible]

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table B: Description of Planned Program

Note: Definitions for each drop-down menu are in the Implementation Guidelines

[illegible]

Note: Definitions for each drop-down menu are in the Implementation Guidelines

[illegible]

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)
Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$195,409
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2019-20 (June 30, 2020)	\$0
Projected FY 2020-21 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$383,806
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue <i>(Automatically calculated)</i>	\$579,215
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,727,617
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) <i>(Automatically calculated)</i>	\$2,306,832

Service/Program Name		Total FY 2020-21 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2020-21)									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
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2020-21 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2020-21 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, LSR, MB LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (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	50,000	\$ -	\$ 195,409	\$ -	\$ 383,806	\$ -		\$ 219,750	\$ 1,507,867	TDA, STA, FTA	\$ 2,306,832
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Totals	50,000	\$ -	\$ 195,409	\$ -	\$ 383,806	\$ -		\$ 219,750	\$ 1,507,867		\$ 2,306,832

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2021:	\$0	\$0	\$0
Reserve balance as percent of FY 2020-21 Revenue*	0%	0%	0%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

Alameda CTC FY 2020-21 Annual Paratransit Program Plan Application (July 1, 2020 - June 30, 2021)

Attachment Table D: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

[illegible]

AGENDA

ITEM 9

STAFF REPORT

SUBJECT: Updated Para-Taxi Brochure

FROM: Kadri Klm, Paratransit Planner

DATE: March 4, 2020

Action Requested

None – information only.

Background

LAVTA’s premium same day Para-Taxi program started in 2007 as a pilot program and since has been part of the LAVTA service. Currently Para-Taxi is partially funded by an Alameda CTC gap grant. All LAVTA’s ADA paratransit patrons qualify for the Para-Taxi program. The program is reimbursement based; meaning patrons pay the full fare up front and, after submitting paperwork, receive 85% reimbursement up to \$20 maximum reimbursement per one-way ride and up to \$200 per month.

Discussion

Over the years, LAVTA has made enhancements to the Para-Taxi program and LAVTA has recently updated the Para-Taxi brochure to reflect these changes. The latest enhancement added TNCs (Transport Network Companies) Uber and Lyft to the currently eligible taxi companies that patrons can utilize for their rides. This is particularly exciting because Uber provides cost-effective, same day, and wheelchair accessible service called Uber WAV (Wheelchair Accessible Vehicle), which is also available for the Para-Taxi program. User feedback has been very positive for both the Uber/Lyft inclusion as well as the same day wheelchair transportation. Also, patrons who do not have a smartphone to book rides can use a concierge service called GoGoGrandparent.

Recommendation

None – information only.

Attachments:

1. Para-Taxi Program Riders Guide

What Is The Wheels Para-Taxi Program And Who Is Eligible?

The Wheels Para-Taxi Program is a premium same day taxi service available for certified ADA Paratransit riders. Para-Taxi is offered in addition to Wheels Dial-A-Ride service. You are encouraged to use taxis for some or all of the trips you would normally make on Dial-A-Ride.

Para-Taxi is a reimbursement-based program, which means that you have to pay the full taxi fare up front to the taxi driver or Transit Network Company (TNC) and then receive reimbursement from LAVTA.

What Are The Advantages Of The Para-Taxi Program?

- Cost (after reimbursement is often less than a Dial-A-Ride ticket)
- More flexibility
- Same day service
- Direct ride
- Great for return trips
- Companions travel for free on taxis, Uber and Lyft may charge a fee if using shared ride.

Are There Any Wheelchair Accessible Vehicles?

Uber offers Wheelchair Accessible Vehicle (WAV) service.

DeSoto Cab Company, in addition to the regular cabs also has wheelchair accessible cabs available. There is a \$10 surcharge (in addition to the metered fare) when using this vehicle and Wheels will reimburse the \$10 accessible cab fee 100%.

How Do I Schedule A Ride And Which Companies Can I Use?

To schedule a taxi ride please call one of the following participating taxi companies directly or book Uber or Lyft ride from their app (do not call Dial-A-Ride):

1. Desoto Cab - (925) 777-7777

If you request a wheelchair accessible taxi, DeSoto Cab charges \$10 pick-up fee in addition to the meter fare. Please request a wheelchair van in advance if you can. Wheels reimburses the \$10 wheelchair accessible cab fee.

2. Yellow Cab of Tri-Valley - (925) 999-9999

How Do I Schedule A Ride And Which Companies Can I Use? (Continued)

3. Silver Cab Company - (925) 734-8888

4. Uber - www.uber.com

5. Lyft - www.lyft.com

In order to get reimbursed, you can only use the taxi or TNC companies in this list. You can also hail a cab as long it is one of the participating taxi companies. As other taxi companies might sign up, please check our web site wheelsbus.com for updated list and any other program updates/information.

How Do I Get Reimbursed And How Much Is The Reimbursement?

- 1.** Call one of the four participating taxi companies or book your trip via Uber or Lyft using their app. You can also hail a cab if it is one of the participating companies.
- 2.** Ask the driver for a taxi receipt (taxi receipts typically look like regular business cards). Without the receipt Wheels cannot reimburse you.
- 3.** Pay the full fare to the driver and tip if you choose.
- 4.** Fill out the Para-Taxi Reimbursement Request Form and mail it to Wheels along with your receipts.
- 5.** Wheels will reimburse **85% of the total taxi fare (meter fare plus up to 15% tip) up to \$20 maximum reimbursement per ride. Maximum reimbursement per person per month is \$200. Wheelchair accessible cab surcharge, if applicable, will be reimbursed at 100% and above the \$20 per ride and \$200 per month limit.**

How Do I Get Reimbursed And How Much Is The Reimbursement?

Wheels processes reimbursements every other week. For your convenience, we recommend that you send in several receipts at once, depending on how often you ride with taxis. To receive reimbursement, you need to fill out and send in Taxi Reimbursement Request Form along with your receipts. The form asks you to fill out the following information:

- Date and Time of the Trip
- Origin and Destination - address and type of place (home, drug store, etc.)
- Taxi company or Transit Network Company (TNC) name
- Satisfaction rating for your ride (options are Very Good, Good, Fair, Not Good, and Poor). The participating taxi companies have agreed to use taxi meters, charge the metered fare (extra fees for wheelchairs), issue taxi receipts per request, be on time (pick-up within 45 minutes of the trip request or within 10 minutes of a pre-scheduled trip) have clean cabs and deliver excellent customer service.

How Do I Get Reimbursed And How Much Is The Reimbursement? *(Continued)*

- How you would have traveled if not by taxicab?
- Meter fare, Tip (if applicable), Wheelchair Accessible Cab surcharge (if applicable), and Total Taxi Fare.

Wheels will send you a new Taxi Reimbursement Form with your reimbursement check. You can also download this form from our web site at wheelsbus.com.

What Is The Service Area?

Your trip has to originate from the Wheels Dial-A-Ride service area (Livermore, Dublin or Pleasanton). You may go outside of that area, but please keep in mind that long distance trips can be quite expensive and your maximum reimbursement per trip is \$20.

What Are The Taxi Rates?

Tri-Valley taxis currently charge \$2.50 per flag drop and \$2.50 per mile. **There is a \$10 surcharge for wheelchair accessible cabs.**

Am I Required To Tip The Driver?

No, however tipping taxi drivers is common practice and nice to do. Tips up to 15% can be included with the reimbursement request.

Can I Have Attendants And/Or Companions Ride With Me?

Attendants and companions may accompany you. No extra fares will be charged for the additional passengers on taxis, TNC's may charge a fee if using shared ride.

Don't Have A Smart Phone To Book With Lyft Or Uber?

GoGoGrandparent can schedule your ride for a small fee, which is eligible for reimbursement. Their phone number is (855) 464-6872 and website gogograndparent.com.

Para-Taxi Program

Rider's Guide



Serving ADA Paratransit eligible residents
in Dublin, Livermore, and Pleasanton



Customer Service

**wheelsbus.com
(925) 455-7500**

Funded by your voter - approved
Transportation dollars.



Updated: February, 2020

For Additional Information Call (925) 455-7500

AGENDA

ITEM 10

STAFF REPORT

SUBJECT: Fare Free Transit Programs

FROM: Jonathan Steketee, Customer Service & Contract Compliance Manager

DATE: March 4, 2020

Action Required

Authorize the Chair of the TAAC to submit a letter of support to the Board of Directors in regards to the possibility of going fare free on bus routes.

Background

As you are likely aware, Assembly Member Lorena Gonzales (San Diego) amended her bill, AB 1350, to require all transit agencies in California to provide free transit passes to persons 18 years of age and under. A similar measure, AB 2012 by Assembly Member Kansen Chu (San Jose) was introduced on January 28th to require all transit agencies to provide free transit passes to persons over 65 years of age.

Additionally, throughout the nation many transit systems are considering the benefits of operating fare free. An example is Kansas City, Missouri, which could become the first major city to eliminate bus fares in June under a proposal being reviewed by the City Council. Benefits of fare free can include a significant increase in ridership, reductions in operating expenses through the elimination of fare collection infrastructure and managing fares, quicker boarding and alighting to improve system performance, and the return on investment for social justice, compassion and empathy.

Discussion

Staff will brief the LAVTA Tri Valley Accessibility Advisory Committee on the movement towards fare free and a few opportunities to better understand the benefits and disadvantages of a fare free environment on the Wheels system.

Recommendation

If the committee finds fare free on bus routes favorable, authorize the Chair to submit a letter of support for fare free bus routes.

AGENDA

ITEM 12

STAFF REPORT

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

FROM: Jonathan Steketee, Customer Service & Contract
Compliance Manager

DATE: March 4, 2020

Action Requested

None – information only.

Update

Las Positas College Student Transit Pass Program

At the February 3 LAVTA Board of Directors meeting, the Board voted to authorize the Executive Director to execute a second two-year Memorandum of Understanding (MOU) between LAVTA and Chabot-Las Positas Community College District, Las Positas College, for the Las Positas College Student Transit Pass Program. On Tuesday, February 18, 2020, the Chabot-Las Positas Community College District Board of Trustees also approved the MOU, paving the way for the program to continue for at least the next two academic years.

Tri-Valley Hub Network Integration Study

The Technical Advisory Committee formed as part of the Hub Study met for the second time on February 4 in Dublin. Among the items on the agenda were: a discussion of the rail hub concept; candidate locations for the Tri-Valley Hub; and a high level discussion of possible service plans. The group will meet again in early May.

Short Range Transit Plan

LAVTA is currently conducting a short range transit plan (SRTP). The plan will give guidance to LAVTA for the future of the transit system and highlight suggested improvements and the vision for the agency. The SRTP has a

technical advisory committee which will have Herb representing the TAAC on the committee.

Shared Autonomous Vehicle Project

Originally, we had planned on having an event for the SAV, however, due to not being able to transport folks on the SAV, we have cancelled the event and will plan on having an event in the future.

Transit Signal Priority Upgrade and Expansion Project

This is the upgrade of the signal box/software at 66 intersections throughout the Rapid routes. Project will improve the transit signal priority system.

Intersection equipment was received in late September. Delivery of on-board equipment for buses is expected in late February, with installation taking place during the month of March. Intersection equipment will be installed in the field during March and April. Once all equipment is installed and configured, the system will be ready for final testing and acceptance in late spring or early summer.

Pleasanton BRT Corridor Enhancement Project (Rapid Bus Stops on Santa Rita)

Staff has been procuring needed equipment based on the final plans and specifications delivered by Kimley-Horn in November. The construction contract was awarded in February and staff has been working on executing the contract documents. Once LAVTA issues the Notice to Proceed, construction is expected to conclude within 5 months.

Dublin Parking Garage Project

County staff have kicked off schematic design work with a county-funded consultant to begin preparing the bridging documents for the design-build RFP, expected to be released later this spring. LAVTA staff is working on finalizing funding agreements with both Caltrans and Alameda County to pass through the state Transit and Intercity Rail Capital funds for the project. LAVTA is now seeking clarification from CalSTA on design features that may be required as a condition of receiving state funding. Once clarification of project requirements is received from the state, LAVTA can proceed with finalizing the TIRCP funding agreement with Alameda County, as soon as April.