

# **Paratransit Operations & Maintenance Update**

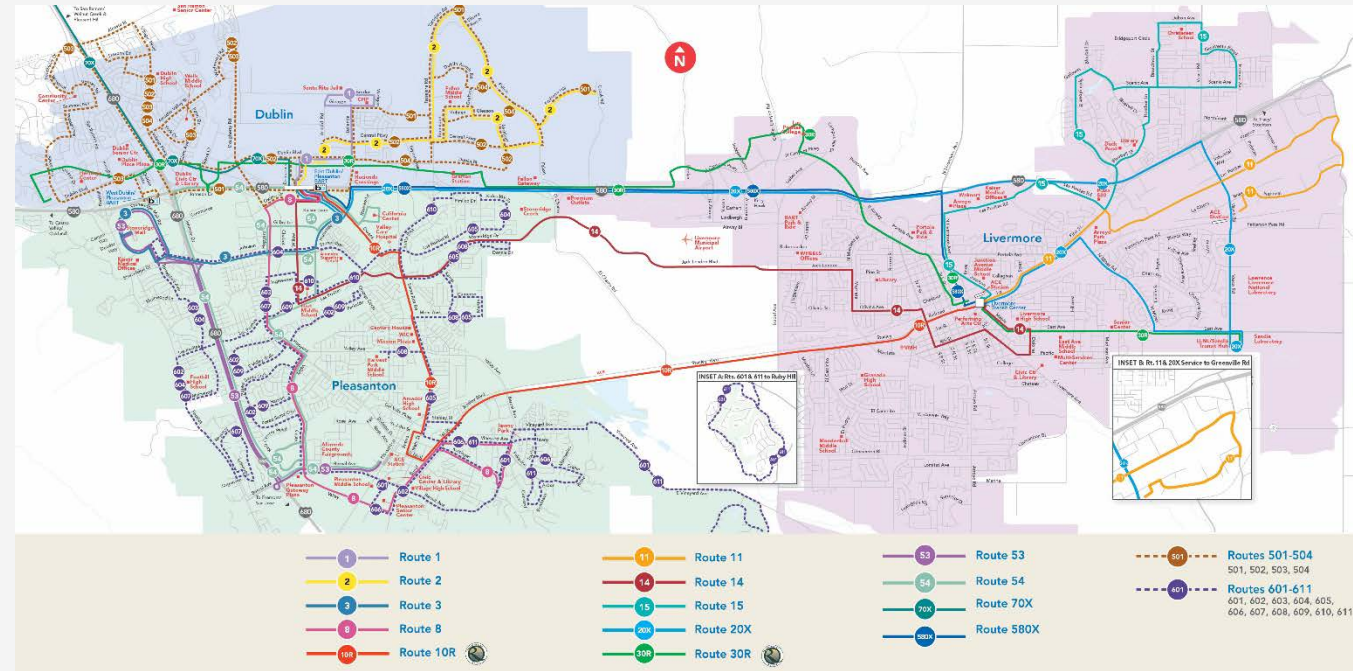
**January 25, 2021  
Projects and Services Committee Meeting**

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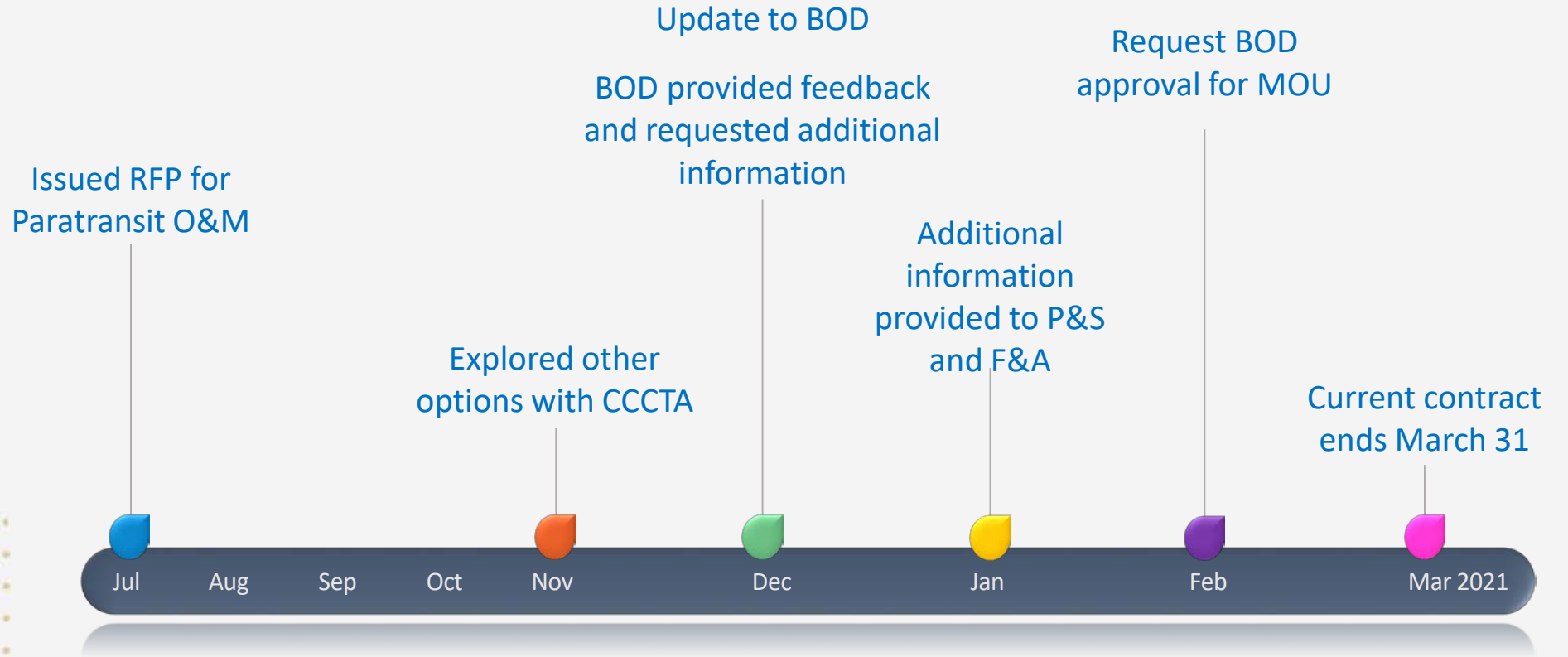


# Background



- ADA paratransit is a mandated door-to-door service for people with disabilities

# Timeline



# December Board Meeting Recap

During the last board meeting, staff presented a potential opportunity to partner with nearby agency, Central Contra Cost Transit Authority (CCCTA), to establish a 15-month pilot where LAVTA will share CCCTA's paratransit contractor in an effort to more efficiently achieve common goals toward a more seamless paratransit program. The Board of Directors asked staff to look further into some key topics:

- Potential cost savings
- Branding
- Management and governance

# Updates

LAVTA has continued discussions with CCCTA and found the following benefits:

## Cost savings

- In comparing costs between the proposed MOU and vendors offering the same level of service with comparable staffing, the savings would be approximately \$300,000 for FY22 in favor of the MOU, due to an economy of scale from combining services.



# Updates

## Branding

- Service will continue with LAVTA's branding, both with the vehicles and with a proposed Wheels driver uniform, to ensure an easy transition for riders.



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# Updates

## Governance

- LAVTA staff will have complete oversight of the day-to-day operations and the the LAVTA Board will continue to drive all policies for the service.
- During the pilot, LAVTA and CCCTA hope to explore opportunities to align service policies and integrate functions such as eligibility assessments as a way creating a more seamless paratransit program.
- During this time period, staff proposes the formation of a joint agency committee consisting of two board members from each agency to provide guidance to the process.

# Updates

## City of Pleasanton

- Staff does not anticipate a capacity issue in the transfer of ADA trips to LAVTA.
- LAVTA and City of Pleasanton will coordinate to conduct proper outreach and educate existing Pleasanton Paratransit Service (PPS) passengers on the changes.

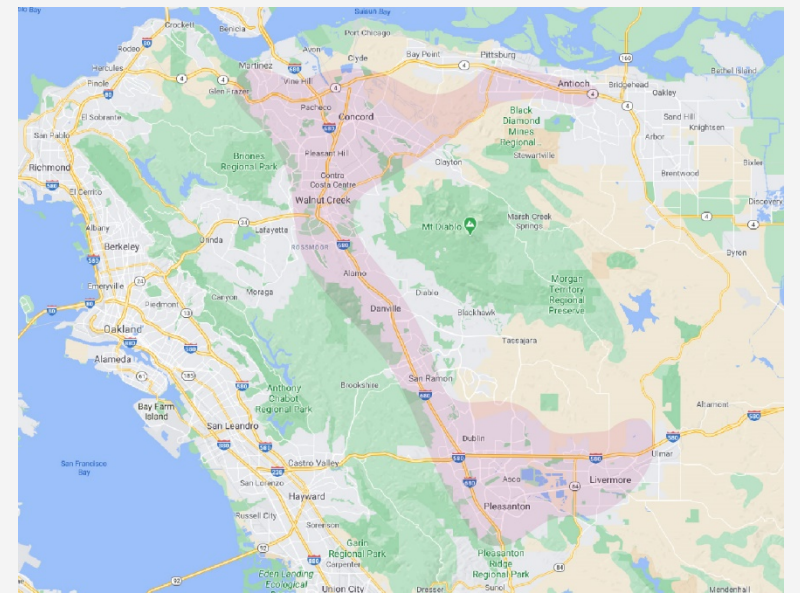




# Key Changes and Benefits

## Better customer experience

- Call center and dispatching will be performed locally to assist customers in securing a ride and understanding local circumstances, such as COVID conditions.
- One seat ride is offered throughout the two service areas, enhancing accessibility and convenience to important destinations
- Road Supervisors will be available in the field to monitor operators and assist with issues that arise in the transport of riders.



# Summary

- LAVTA management team will oversee the shared paratransit contractor as it relates to rides that are provided to residents in the Wheels service area.
- LAVTA Board will continue to drive all policies for the service.
- Pilot with CCCTA is anticipated to begin April 1, 2021 and end June 30, 2022.
- Depending on the outcome of the pilot, LAVTA and CCCTA will issue a joint RFP OR LAVTA will issue a separate RFP before the conclusion of the pilot.

# Staff Recommendation

- Authorize Executive Director to reject all proposals from RFP 2020-04 for Paratransit Operations and Maintenance, and enter into a Memorandum of Understanding (MOU) with Central Contra Costa Transit Authority (CCCTA) to establish a 15-month pilot where LAVTA will share CCCTA's paratransit contractor in an effort to more efficiently achieve common goals toward a more seamless paratransit program.

# Questions?

