

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

TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE

AGENDA

ZOOM TELECONFERENCE

SEPTEMBER 2, 2020 – 3:30 PM

Agenda Questions: Please call the Director of Operations & Innovation at (925) 455-7562 or send an email to frontdesk@lavta.org

Documents received after publication of the Agenda and considered by the TAAC Committee in its deliberation will be available for inspection only via electronic document transfer, due to the COVID-19 outbreak. See the COVID-19 provisions outlined below. Please call or email the Director of Operations & Innovation during normal business hours if you require access to any such documents.

**CORONAVIRUS DISEASE (COVID-19) ADVISORY
AND MEETING PROCEDURE**

On June 5, 2020 (updated June 18, 2020), the Health Officer of Alameda County issued an Order that will continue to be in effect until it is rescinded, superseded, or amended in writing by the Health Officer. The Order directed that all individuals living in the county to shelter at their place of residence except that they may leave to provide or receive certain essential services or engage in certain essential activities and work for essential businesses and governmental services.

Under the Governor's Executive Order N-29-20, this meeting may utilize teleconferencing. As a precaution to protect the health and safety of staff, officials, and the general public. TAAC members will not be physically in attendance, but will be available via video conference.

The administrative office of Livermore Amador Valley Transit Authority (LAVTA) is currently closed to the public and will remain closed for the duration of the TAAC Committee meeting. Consequently, there will be no physical location for members of the public to participate in the meeting. We encourage members of the public to shelter in place and access the meeting online using the web-video communication application, Zoom. Zoom participants will have the opportunity to speak during Public Comment.

If you are submitting public comment via email, please do so by 1:00 p.m. on Wednesday, September 2, 2020 to frontdesk@lavta.org. Please include "Public Comment 9/2/2020" and the agenda item in the subject line. In the body of the email please include your name. Public comments submitted will be read during Public Comment and will be subject to the regular three-minute time restriction.

This TAAC Committee meeting will be conducted on the web-video communication platform, Zoom. In order to view and/or participate in this meeting, members of the public will need to download Zoom from its website, www.zoom.us.

It is recommended that anyone wishing to participate in the meeting complete the download process before the start of the meeting.

There will be zero tolerance for any person addressing the TAAC Committee making profane, offensive and disruptive remarks, or engaging in loud, boisterous, or other disorderly conduct, that disrupts the orderly conduct of the public meeting.

How to listen and view meeting video:

- From a PC, Mac, iPad, iPhone or Android device click the link below:
<https://zoom.us/j/85941501039>
Passcode: TAAC1362
- To supplement a PC, Mac, tablet or device without audio, please also join by phone:
Dial: 1 (669) 900-6833
Webinar ID: 859 4150 1039
Passcode: 52614167

To comment by video conference, click the “Raise Your Hand” button to request to speak when Public Comment is being taken on the Agenda item. You will then be unmuted when it is your turn to make your comment for up to 3 minutes. After the allotted time, you will be muted.

How to listen only to the meeting:

- For audio access to the meeting by telephone, use the dial-in information below:
Dial: 1 (669) 900-6833
Webinar ID: 859 4150 1039
Passcode: 52614167

*Please note to submit public comment via telephone dial *9 on your dial pad. The meeting’s host will be informed that you would like to speak. If you are chosen, you will be notified that your request has been approved and you will be allowed to speak. You will then be unmuted when it is your turn to make your comment for up to 3 minutes. After the allotted time, you will be muted.*

To submit written comments:

- Provide public written comments prior to the meeting by email, to frontdesk@lavta.org

If you are submitting public comment via email, please do so by 1:00 p.m. on Wednesday, September 2, 2020 to frontdesk@lavta.org. Please include “Public Comment 9/2/2020” and the agenda item to which your comment applies in the subject line. In the body of the email please include your name. Public comments submitted will be read during Public Comment and will be subject to the regular three-minute time restriction.

	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 July 1, 2020 meeting (please review prior to meeting)	Action	3:40
6. LAVTA Paratransit Operations and Maintenance RFP	Information	3:45
7. One Seat Regional Ride Pilot Program	Information	3:55
8. LAVTA and East Bay Regional Center Covid-19 Update	Information	4:05
9. Shared Automotous Vehicle (SAV) Update	Information	4:20
10. Para-Taxi Debit Card Pilot Program Update	Information	4:30
11. Service Updates & Concerns	Discussion	4:40
12. Adjournment		5:00

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

Jennifer Suda

8/28/2020

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, July 1st, 2020

PLACE: Zoom Teleconference

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The TAAC Chair Herb Hastings called the meeting to order at 3:37 pm.

Members Present:

David Weir	City of Livermore
Judith LaMarre	City of Livermore
Michael Balero	City of Livermore – Alternate
Shawn Costello	City of Dublin
Connie Mack	City of Dublin
Donna Singer	City of Dublin – Alternate
Herb Hastings	County of Alameda
Kulwant Singh	County of Alameda – Alternate
Amy Mauldin	Social Services Member
Rachel Prater	Social Services Member
Diana Houghtaling	Social Services Member
Shay Roberson	Social Services Member – Alternate
Esther Waltz	PAPCO Representative

Staff Present:

Toan Tran	LAVTA
Kadri Kulm	LAVTA
Jennifer Suda	LAVTA
Clifton Crabtree	MTM

- 2. Roll Call**
Weir/Mauldin
- 3. Approval of Agenda and Modifications in necessary**
Costello/Waltz
- 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. Election of Chair and Vice-Chair for FY20/21**
The committee members re-elected Herb Hastings for the committee Chair position and Amy Mauldin for the committee's Vice-Chair position
Weir/Mauldin
- 6. Minutes of the July 1, 2020 meetings of the Committee**
Approved with an adjustment in attendance section, added Shawn Costello.
Costello/LaMarre
Mack abstains.
- 7. Welcome New Members and Review of Bylaws**
The committee and staff welcomed the new members and staff reviewed the committee bylaws.
- 8. Dates and Times for FY20/21 TAAC Meetings**
The committee voted to have their meetings at following dates at 3:30pm:
 - September 2, 2020,
 - November 4, 2020,
 - January 6, 2021,
 - March 3, 2021, and
 - May 5, 2021.
Waltz/Costello
- 9. LAVTA's COVID-19 Response & Action Plan**
Staff updated the committee with LAVTA's Covid-19 related cleaning and safety protocols and procedures.
- 10. Shared Autonomus Vehicle (SAV) Update**
The item was moved to the September, 2020 TAAC agenda.
- 11. PAPCO Report**

Esther Waltz updated the committee on the recent PAPCO meeting and said that the next PAPCO meeting will be taking place on September 28th.

12. Service Updates and Concerns

Staff notified the committee on the upcoming soft launch of Para-Taxi debit card pilot program and invited the ADA paratransit certified members to participate.

13. Adjournment

Meeting adjourned at 5:10 pm

AGENDA

ITEM 7

It's as easy as
1-2-3...

Reserve Your One-Seat Ride Today!

Introducing a new premium service that allows you to travel between participating partner transit authority service areas without having to transfer, saving time and hassle!

- 1.** Call 925-680-2134 to reserve your one-seat ride
- 2.** Pay the driver your total agreed upon fare
- 3.** Travel your One-Seat Ride directly to your destination in a clean, socially distanced and passenger limited vehicle!

- We are discounting the premium fare level during a 3-6 month pilot project period to gauge interest and demand during the pandemic
- Temporarily, the total fare is simply the paratransit fare for each transit agency covered by your One-Seat Ride
- View the status of your One-Seat Ride at all times using the MyTransitManager App

Participating Agencies:



Watch for additional agencies to join soon!

AGENDA

ITEM 10

STAFF REPORT

SUBJECT: Para-Taxi Debit Card Pilot Program

FROM: Kadri Klm, Paratransit Planner

DATE: September 2, 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. Para-Taxi program is partially funded by an Alameda CTC gap grant. All LAVTA’s ADA paratransit patrons qualify for the Para-Taxi program. The program is currently 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. Over the years, LAVTA has made enhancements to the Para-Taxi program, such as recent addition of TNCs (Transportation Network Companies) Uber and Lyft to the currently eligible 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 GoGo Grandparent.

The newest enhancement is Para-Taxi debit card integration with the Para-Taxi program as an additional payment option. LAVTA was recently granted an Alameda CTC gap grant for the Para-Taxi Debit Card pilot program.

Discussion

LAVTA is currently conducting a soft launch on the Para-Taxi Debit Card pilot program. This was mentioned at the last TAAC meeting and an invitation was

extended to all ADA paratransit eligible TAAC members to participate in the pilot.

The program will be used in conjunction with the Wheels Para-Taxi program as another option for paying for the taxi/Uber/Lyft rides within the Para-Taxi program. Currently the program is only reimbursement-based, but this will add an option of not having to pay the full taxi fare up front. The participant would load 15% of the total value on the card either in person at LAVTA's office (when we open up for the public again) or by calling LAVTA office with their credit or debit card (other than the Para-Taxi debit card) and LAVTA will add the other 85%. For example, when the participant puts \$15 on his/her card, LAVTA will add \$85 and there will be \$100 total on the card. Other Para-Taxi rules and parameters still apply (such as the \$20 maximum reimbursement per ride).

Because LAVTA will cover \$20 maximum per ride, the maximum amount that can be charged on the Para-Taxi debit card for a one-way ride is \$23.53 (85% or \$20 LAVTA's portion and 15% or \$3.53 rider's portion). Similarly, the maximum amount that can be charged on the debit card per month is \$235.30 (\$200 paid by LAVTA and \$35.30 paid by the passenger). Para-Taxi participants can still use the reimbursement system as well. The debit card is just an additional option for paying for Para-Taxi rides.

Recommendation

None – information only.

Attachments:

1. Para-Taxi Program Riders Guide
2. Para-Taxi Reimbursement Request Form

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

WHEELS Para-Taxi Reimbursement Request Form



LAST AND FIRST NAME: _____

ADDRESS: _____

(Reimbursement checks will be sent to this address)

Date of Birth _____ Phone Number: _____ Email: _____

Please Note: Your reimbursement is 85% of the total taxi fare (meter fare plus up to 15% tip) or TNC (Uber or Lyft) fare up to \$20 maximum reimbursement per ride. Your maximum reimbursement per month is \$200. Wheelchair accessible taxi surcharge of \$10, if applicable, will be reimbursed in addition to the \$20 per ride and \$200 per month maximums. **A TAXI RECEIPT IS REQUIRED FOR ALL REIMBURSEMENTS! TAXI RECEIPTS AND REIMBURSEMENT REQUESTS MUST BE SUBMITTED WITHIN 90-DAYS OF THE TRIP TAKEN!**

Date	Time	Origin	Destination	Taxi Company Name	Please rate your trip	If the trip you took by taxi not available, how would you have travelled	Meter Fare	Tip	Wheelchair Surcharge if Applicable	TOTAL FARE
					1.Excellent <input type="checkbox"/> 2.Good <input type="checkbox"/> 3.Fair <input type="checkbox"/> 4.Not Good <input type="checkbox"/> 5.Poor <input type="checkbox"/>	1.Would have called Dial-A-Ride <input type="checkbox"/> 2.Would have not made the trip <input type="checkbox"/> 3.Asked someone to take me <input type="checkbox"/> 4.Other: _____ 5.Poor <input type="checkbox"/>				
					1.Excellent <input type="checkbox"/> 2.Good <input type="checkbox"/> 3.Fair <input type="checkbox"/> 4.Not Good <input type="checkbox"/> 5.Poor <input type="checkbox"/>	1.Would have called Dial-A-Ride <input type="checkbox"/> 2.Would have not made the trip <input type="checkbox"/> 3.Asked someone to take me <input type="checkbox"/> 4.Other: _____ 5.Poor <input type="checkbox"/>				
					1.Excellent <input type="checkbox"/> 2.Good <input type="checkbox"/> 3.Fair <input type="checkbox"/> 4.Not Good <input type="checkbox"/> 5.Poor <input type="checkbox"/>	1.Would have called Dial-A-Ride <input type="checkbox"/> 2.Would have not made the trip <input type="checkbox"/> 3.Asked someone to take me <input type="checkbox"/> 4.Other: _____ 5.Poor <input type="checkbox"/>				
					1.Excellent <input type="checkbox"/> 2.Good <input type="checkbox"/> 3.Fair <input type="checkbox"/> 4.Not Good <input type="checkbox"/> 5.Poor <input type="checkbox"/>	1.Would have called Dial-A-Ride <input type="checkbox"/> 2.Would have not made the trip <input type="checkbox"/> 3.Asked someone to take me <input type="checkbox"/> 4.Other: _____ 5.Poor <input type="checkbox"/>				

Date	Time	Origin	Destination	Taxi Company Name	Please rate your trip	If the trip you took by taxi not available, how would you have travelled	Meter Fare	Tip	Wheelchair Surcharge if Applicable	TOTAL FARE
					1.Excellent <input type="checkbox"/> 2.Good <input type="checkbox"/> 3.Fair <input type="checkbox"/> 4.Not Good <input type="checkbox"/> 5.Poor <input type="checkbox"/>	1.Would have called Dial-A-Ride <input type="checkbox"/> 2.Would have not made the trip <input type="checkbox"/> 3.Asked someone to take me <input type="checkbox"/> 4.Other: 5.Poor <input type="checkbox"/>				
					1.Excellent <input type="checkbox"/> 2.Good <input type="checkbox"/> 3.Fair <input type="checkbox"/> 4.Not Good <input type="checkbox"/> 5.Poor <input type="checkbox"/>	1.Would have called Dial-A-Ride <input type="checkbox"/> 2.Would have not made the trip <input type="checkbox"/> 3.Asked someone to take me <input type="checkbox"/> 4.Other: 5.Poor <input type="checkbox"/>				
					1.Excellent <input type="checkbox"/> 2.Good <input type="checkbox"/> 3.Fair <input type="checkbox"/> 4.Not Good <input type="checkbox"/> 5.Poor <input type="checkbox"/>	1.Would have called Dial-A-Ride <input type="checkbox"/> 2.Would have not made the trip <input type="checkbox"/> 3.Asked someone to take me <input type="checkbox"/> 4.Other: 5.Poor <input type="checkbox"/>				
					1.Excellent <input type="checkbox"/> 2.Good <input type="checkbox"/> 3.Fair <input type="checkbox"/> 4.Not Good <input type="checkbox"/> 5.Poor <input type="checkbox"/>	1.Would have called Dial-A-Ride <input type="checkbox"/> 2.Would have not made the trip <input type="checkbox"/> 3.Asked someone to take me <input type="checkbox"/> 4.Other: 5.Poor <input type="checkbox"/>				

PLEASE DESCRIBE YOUR EXPERIENCE WITH THE TAXI SERVICE: _____

INFORMATION IN THIS FORM IS CORRECT TO THE BEST OF MY KNOWLEDGE.

SIGNATURE: _____ DATE: _____

PLEASE SEND OR BRING THIS COMPLETED FORM AND YOUR TAXI RECEIPTS TO:
A check will be mailed to you

EXPIRES 6/30/2021

**Attn: Para-Taxi Program
Wheels/LAVTA
1362 Rutan Court, Suite 100
Livermore, CA 94551**

