

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

TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE

AGENDA

ZOOM TELECONFERENCE

MARCH 3, 2021 – 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June 18, 2020), the Health Officer of Alameda County issued an Order that will continue to be in effect until it is rescinded, superseded, or amended in writing by the Health Officer.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, March 3, 2021 to frontdesk@lavta.org. Please include "Public Comment 3/3/2021" 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/88469810964>
Passcode: TAAC1362
- To supplement a PC, Mac, tablet or device without audio, please also join by phone:
Dial: 1 (669) 900-6833
Webinar ID: 884 6981 0964
Passcode: 85607181

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: 884 6981 0964
Passcode: 85607181

*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, March 3, 2021 to frontdesk@lavta.org. Please include “Public Comment 3/3/2021” 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 January 6, 2021 meeting (please review prior to meeting)	Action	3:40
6. Paratransit Operations and Maintenance Contract Update	Information	3:45
7. TAAC Membership Recruitment for Terms Starting on July 1, 2021	Discussion	4:00
8. LAVTA's Annual Paratransit Plan to ACTC	Information	4:05
9. Pleasanton Paratransit Update	Information	4:15
10. Clipper 2.0 Update	Information	4:25
11. PAPCO Report	Information	4:30
12. Service Updates & Concerns	Discussion	4:35
13. Adjournment		5:00

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

Jennifer Suda

2/26/2021

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 6, 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 3:30 pm.

Members Present:

David Weir	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

Staff Present:

Toan Tran	LAVTA
Kadri Kulm	LAVTA
Jennifer Suda	LAVTA
Clifton Crabtree	MTM
Christian Pereira	MV

2. Roll Call

3. **Approval of Agenda and Modifications in necessary**
Mack/Costello
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 4, 2020 meetings of the Committee**
Approved.
Costello/Mack
6. **Paratransit Operations and Maintenance RFP Update**
Staff updated the committee on LAVTA currently still being in the process of selecting the paratransit operations and maintenance contractor who will start providing the service on April 1, 2021.
7. **Public Input on Covid-19 Emergency Service Changes**
Staff informed the committee on the public input on emergency service changes that were implemented on the fixed route bus system as a result of the COVID-19 pandemic. LAVTA fixed route bus system is currently proving level 3 service. The deadline for submitting input is January 20, 2021.
8. **Para-Taxi Debit Card (PEX) Pilot Program Update**
Staff presented the draft flyer about the pilot program as well as user feedback survey. David Weir made suggestions about the wording on the flyer and staff will be incorporating his suggestions.
8. **One Seat Regional Ride Pilot Program Update**
Staff gave an update on the One Seat Regional Ride pilot program and answered questions. Staff reminded the committee that the program is led by the County Connection and partnering agencies include LAVTA, WestCat and Tri-Delta. ADA paratransit riders can book one-seat rides within the service area of these four agencies by calling 925-680-2134. The fare is currently the same as it would be when booking a traditional transfer ride, which the passengers can still do if they prefer.
8. **Go Tri-Valley Update**
Staff reminded the committee that the Go Tri-Valley now serves the cities of Livermore, Dublin, and Pleasanton.

8. Shared Autonomous Vehicle (SAV) Update

The Chair Hastings and staff provided committee members information about LAVTA's SAV program. The SAV route serves the area around the East Dublin/Pleasanton BART station on the weekdays from 10am to 2pm. However, because of the county's shelter in place order the service is currently suspended for the time being.

9. Service Updates and Concerns

Shawn Costello said that the driver dropped him off in the bushes instead of the sidewalk. Staff to investigate and follow up.

Donna Singer was inquiring why the drivers won't wait for her when she runs short errands, such as going to a bank, and instead a different driver picks her up for the return, and there needs to be a certain time period between the two rides. Chair Hastings and staff said that this is the nature of the ADA paratransit service given the shared ride and 30-minute pick-up window, and recommended Para-Taxi for such rides.

10. Adjournment

Meeting adjourned at 4:21 pm

AGENDA

ITEM 7

STAFF REPORT

SUBJECT: Announcement of TAAC Recruitment for Terms Starting FY 2021/2022

FROM: Kadri Klm, Paratransit Planner

DATE: March 3, 2021

Action Requested

Information only.

Background

On June 30th 2021, terms will expire for three TAAC members:

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

Discussion

Due to the current term expirations the TAAC will have the following position openings for FY 2021/22:

Dublin

- 1 member

Pleasanton

- 2 members

Staff will be releasing solicitations for new members shortly and will encourage current Wheels Fixed-Route, Dial-A-Ride users as well as social service professionals to apply for the openings. **All applications are due on April 26, 2021.** 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 2021 meeting.

Action Requested

Information only.

Attachments:

1. TAAC Term Expirations
2. TAAC Application

Tri-Valley Accessible Advisory Committee (TAAC)
 Membership Directory for FY 2021 (July 2020 to June 2021)
As of February 24, 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 2020	June 2022
Donna Singer (Alternate)	2 years	July 2020	June 2022

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Judith LaMarre	2 years	July 2020	June 2022
David Weir	2 years	July 2020	June 2022
Michael Balero (Alternate)	2 years	July 2020	June 2022

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	2 years	July 2019	June 2021
Jeffrey Jacobsen (Alternate)	2 years	July 2020	June 2022

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2020	June 2022
Kulwant Singh (Alternate)	2 years	July 2020	June 2022

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Diana Houghtaling	2 years	July 2020	June 2022
Rachel Prater	2 years	July 2020	June 2022
Amy Mauldin	2 years	July 2020	June 2022
Shay Roberson (Alternate)	2 years	July 2020	June 2022

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, or
kkulm@lavta.org**

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 3, 2021

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 (2021/2022) is \$589,410.

Attached is the draft LAVTA's Annual program plan, which is due to Alameda CTC on February 26, 2021.

Recommendation

Information only.

Attachments:

1. Draft Annual Submittal for Alameda CTC Measures B and BB Funding
2. Draft Attachment Tables



FY 2021-22 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 2021-22 Program Plan Excel workbook contains a tab to report on FY 2019-20 performance and budget (Attachment Table A). The FY 2019-20 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 2019-20 compliance report.*
3. References:
 - a. FY 2021-22 Measure B and Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2021)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised November 2020 – Draft, pending PAPCO approval on February 22, 2021
 - c. Alameda CTC Timely Use of Funds Policy, adopted December 2015

Submit the Word and Excel files listed above electronically via email by February 26, 2021 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 21-22 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY21-22_Paratransit_Program_Application.doc).

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

FY 2021-22 Annual Paratransit Program Plan Application Due by February 26, 2021

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: 2/26/2021_____

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 November 2020 (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").
- **Means-Based Fare Programs:** 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. Explain the impact of the COVID-19 pandemic on the FY 2019-20 and FY 2020-21 programs.

The impact from COVID-19 pandemic has caused about 70% decrease in ridership, leading to a decrease in fare revenue received and higher cost per trip. Because of the decreased ADA paratransit demand some Dial-A-Ride drivers were able to provide Meals on Wheels deliveries during this slow period.

Due to the Covid-19 pandemic LAVTA established the following safety measures for the ADA paratransit service:

- LAVTA did not charge fares from March 20, 2020 to October 1, 2020
- There have been no shared rides since the beginning of the pandemic
- Drivers have been using protective masks, hand sanitizer, and gloves
- As of April 18, 2020, riders have been required to wear face coverings. Drivers carry disposable masks in vehicles for passengers who do not have face coverings.
- LAVTA has temporarily suspended all in-person ADA paratransit eligibility assessments and everyone who submits a complete application with the doctor's verification receives a temporary presumptive eligibility.
- Sanitizing the vehicles after each trip

B. Provide a short narrative description of your agency's FY 2021-22 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.

The current FY20/21 is the last optional year with LAVTA's current ADA paratransit operations and maintenance provider MTM. As such, starting on April 1, 2021 LAVTA's Dial-A-Ride operations and maintenance will be provided by neighboring transit agency County Connection contractor Transdev as a 15-month pilot program through the end of FY22. The reason for the pilot is cost savings through the economies of scale and enhancing user experience by streamlining services. LAVTA will be saving about \$300,00 by sharing the contractor with the County Connection. The outcome of the pilot will be a recommendation to the LAVTA Board to either conduct a joint procurement with

County Connection to continue the efforts to work together, or to conduct an independent procurement.

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.

One of the recommendations of the recent Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton study was to have LAVTA provide all Pleasanton's ADA paratransit rides. As of February 1, 2021, Pleasanton Paratransit transferred ADA service to LAVTA and LAVTA will be providing ADA paratransit services for Pleasanton residents in FY22.

C. 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 ADA mandated paratransit service for the same three cities, and goes beyond the ADA minimum requirements of $\frac{3}{4}$ 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.

The pilot partnership with County Connection will allow more seamless regional trips between the two services areas (Wheels service area and Contra Costa County).

LAVTA is also participating in the regional One Seat Ride Pilot program along with County Connection, WestCat, and Tri-Delta. With this program riders do not have to transfer between vehicles when travelling anywhere within the service area of the participating agencies.

D. 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.

- Livermore DaVita Dialysis
- Pleasanton DaVita Dialysis
- East Bay Regional Center day programs (The ARC Alameda County, Futures Explored, Keystone, etc.)
- Nursing Homes (Pleasanton Nursing and Rehab, Lili House, Vineyards Healthcare, etc.)
- Dublin/Pleasanton BART station

E. 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.

5.43 miles

2. Will your agency's program for FY 2021-22 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 26, 2021)

3. If proposing any service or program changes in FY 2021-22 from the current year, FY 2020-21, 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.

Starting on April 1, 2021 LAVTA's Dial-A-Ride operations and maintenance will be provided by neighboring transit agency County Connection contractor Transdev as a 15-month pilot program through the end of FY22. The reason for the pilot is cost savings through the economies of scale and enhancing user experience by streamlining services. LAVTA will be saving about \$300,00 by sharing the contractor with the County Connection. Users will see more seamless trips between the service areas.

Wheels Dial-A-Ride fares will increase from \$3.75 to \$4.00 on January 1, 2022. Originally this increase was scheduled to take place on January 1, 2021 (by LAVTA board action two years ago); however, due to the hardship the Covid-19 pandemic has put on the riders, LAVTA staff and Board agreed to postpone this fare increase by one year.

4. **Looking ahead, beyond FY 2021-22, 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.

Being a fixed route transit provider and having a mandate to provide ADA paratransit service LAVTA will follow the guidance and recommendations from the Bay Area regional Metropolitan Transit Commission's (MTC) Blue Ribbon Task Force (BRTF). The BRTF was established in the Spring of 2020 to guide recovery of Bay Area public transit network in post-pandemic future. The BRTF favors regional connectivity among other things.

On February 1, 2021 LAVTA Board of Directors approved a 15-month pilot partnership with County Connection to test the viability of this partnership. The outcome of the pilot will be a recommendation to the LAVTA Board to either conduct a joint procurement with County Connection to continue the efforts to work together, or to conduct an independent procurement.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The November 2020 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 2021-22 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 2020-21 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 and outreach for any means-based fare programs** (describe the proposed subsidy and the means that will be used to determine and verify eligibility and the method of outreach for the program)

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 advises 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. LAVTA Board approves any policy changes.

User feedback is also sought through our Customer Service database system as well as surveys.

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

Regional connectivity has often surfaced as an obstacle for trips that are between jurisdictions. To address this shortcoming and to test possible long-term solutions LAVTA joined the regional One Seat Ride pilot program as well as the pilot sharing the service operations contractor with County Connection.

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.

Regional connectivity has often surfaced as an obstacle for trips that are occurring between jurisdictions. To address this issue and to test possible long-term solutions LAVTA joined the regional One Seat Ride pilot program as well as the pilot sharing the service operations contractor with County Connection.

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

Regional connectivity has often come up as an obstacle for trips that are between jurisdictions. To address this issue and to test possible long-term solutions LAVTA joined the regional One Seat Ride pilot program as well as the pilot sharing the service operations contractor with County Connection.

10. Was this program plan approved by a governing body (or is it scheduled for action)? *This is not required by the Alameda CTC. Jurisdictions should follow their established internal process.*

☐ Yes

☒ No

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

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:

1. Paper application, which also includes the applicant's medical care professional's verification, and
2. In-person assessment

The primary eligibility criteria is being unable to utilize the fixed route bus system due to a disability or health-related condition.

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, which includes the applicant's Medical Care Professional verification. LAVTA will then schedule an in-person assessment.

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. Due to the current Covid-19 pandemic LAVTA has not been conducting in-person assessments however, and grants applicants a temporary presumptive eligibility based on the paper application and doctor's verification.

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.

- 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.)

- Transfer/regional rides between service providers
- For the Para-Taxi program the obstacles have been having to pay up front and the burden of filling out and submitting paperwork for reimbursement.

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

- One-Seat Ride pilot program and partnership with County Connection to address regional connectivity
- PEX debit card payments for Para-Taxi (ACTC grant funded) to address having to pay up front and administrative burden

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 2019-20	984
Registrants at end of FY 2019-20	945
Current Registrants for FY 2020-21	864
Projected Registrants for FY 2021-22	950-1,000

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.

Since the ADA paratransit component of the Pleasanton Paratransit Service was recently (on 2/1/21) transferred to LAVTA, LAVTA is expecting more Pleasanton residents apply for the ADA service. LAVTA is also anticipating that the East Bay Regional center day programs will open their doors again in FY22, leading to increased number of Dial-A-Ride applications for their clients.

16. What are the current program registrant demographics for FY 2020-21, if available? Fill in the boxes below.

Race/Ethnicity (check all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	Unknown
Asian	Unknown
Black or African American	Unknown
Hispanic or Latino	Unknown
Native Hawaiian or Other Pacific Islander	Unknown
White	Unknown
Other	Unknown
Disability (check all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	Unknown
Spinal Cord (SCI)	Unknown
Head Injuries (TBI)	Unknown
Vision	Unknown
Hearing	Unknown
Cognitive/Learning	Unknown
Psychological	Unknown
Invisible	Unknown
Household Income	
< \$27,450	Unknown
\$27,451-\$45,700	Unknown
\$45,701-\$54,840	Unknown
\$54,841-\$73,100	Unknown
> \$73,101	Unknown

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2021-22.

N/A

17. Do you expect the total number of one-way trips provided by your program in FY 2021-22 to increase, decrease or stay the same compared to the current year, FY 2020-21? Why?

Due to the ridership in the current FY being heavily impacted by the pandemic (LAVTA has seen about 70% decrease in ridership), and the hope Covid-vaccines bring, LAVTA is anticipating increase in ridership in FY22.

18. 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.)

19. 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 2019-20	10,807
Number of trips provided to consumers who require an accessible vehicle in FY 2020-21 as of Dec. 31, 2020	2,491
Number of trips projected to consumers who require an accessible vehicle in FY 2021-22	12,000

VEHICLE FLEET

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

SAFETY AND PREPAREDNESS

- 21. Describe any safety incidents recorded by your program in FY 2019-20, or to date in FY 2020-21.** 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.)*

In FY 2019-20 there was one preventable accident that resulted in either minor damage or no damage to the vehicle. There were no bodily injuries. There has also one been one preventable accident with either no damage or minor physical damage to the vehicle and no bodily injuries in FY 2020-21.

- 22. If possible, describe your city's or your program's emergency preparedness plan.** Specify when the plan was last prepared or updated. Does the plan include the paratransit program? Indicate if it is available online or can be provide upon request. If available online, please include a link in the comment box below.

LAVTA's Public Transportation Agency Safety Plan (PTASP) was adopted by the Board of Directors in December 2020.

FINANCES: PROGRAM REVENUE AND COST

23. Detail your FY 2021-22 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.

24. 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) based on anticipated percentage of time spent. Paratransit staff person salary plus benefits.

B. Customer Service and Outreach Costs

Customer service staff 5% of their time salary. Paratransit printing, brochures, applications etc.

PROGRAM FUNDING RESERVES

25. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2021-22, 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

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



DRAFT

Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other funds available for FY 2019-20)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2019-20	\$0
FY 2019-20 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$185,448
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2019-20	\$0
FY 2019-20 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$341,602
Total FY 2019-20 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$527,050
Total FY 2019-20 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,087,836
Total FY 2019-20 Program Revenue (Measure B, Measure BB and all other sources available for FY 2019-20) (Automatically calculated)	\$1,614,886

Service/Program Type and Name		Performance FY 2019-20		Total FY 2019-20 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2019-20)										Notes
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K	Column L	Column M	Column N	Column O
Eligible Service/Program Type Drop-down Menu	Service/Program/Project Name	Quantity Provided FY 2019-20 Provide total number of one-way trips or units	On-Time Performance FY 2019-20 Percent of passenger trips arrived within designated window (indicate if data is unavailable or non-applicable)	Amount of RESERVE Measure B Paratransit DLD funds EXPENDED	Amount of FY 2019-20 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2019-20 Measure BB Paratransit DLD funds EXPENDED	Amount of OTHER Measure B/BB funds EXPENDED	What was the source of these OTHER Measure B/BB funds? (e.g. MB Gap Grant, MB LSR, etc.)	Fare Revenue expended on service	Amount of all non-Alameda CTC funds EXPENDED (not including fares)	What was the source of these non-Alameda CTC funds? (e.g. City general fund, federal, state, etc.)	Total Funds expended (all sources) Automatically calculated	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA Paratransit	WHEELS Dial A Ride	34,687	91%	\$ -	\$ 185,448	\$ -	\$ 341,602	\$ 11,049	GAP	\$ 142,112	\$ 934,675	FTA, TDA, STA	\$ 1,614,886	
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				\$ -	\$ 185,448	\$ -	\$ 341,602	\$ 11,049		\$ 142,112	\$ 934,675		\$ 1,614,886	

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

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

Service/Program Type and Name		Limits	Schedule			Eligibility	Status	Deliverables	Notes
Column A (repeated)	Column B (repeated)	Column K	Column L	Column M	Column N	Column O	Column P	Column Q	Column R
Service/Program Type Will automatically populate from rows above	Service/Program/Project Name Will automatically populate from rows above	Limits on number of trips/use of service? (e.g. trip limits per month/quarter/year or a maximum expenditure per consumer)	If pre-scheduled, what days/hours are reservations accepted for trip, training, etc?	If pre-scheduled, how far in advance can/must a consumer schedule a trip, training, etc?	Days/Hours of Operation	Eligibility Requirements	Project Status Drop-down Menu	Quantity Planned Provide total number of units (one-way passenger trips, consumers trained, meals delivered, etc.)	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA Paratransit	Wheels Dial-A-Ride	No limit	8:30am to 5pm 7 days a week	1 to 7 days	When Fixed Route service is operating, ~4:30am to 1:30am the next morning	ADA paratransit eligibility needed	Continuing/Ongoing	40,233	
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Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other funds available for FY 2021-22)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$0
Projected FY 2021-22 Measure B DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$137,355
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2020-21 (June 30, 2021)	\$0
Projected FY 2021-22 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$452,055
Total FY 2021-22 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$589,410
Total FY 2021-22 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,747,618
Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)	\$2,337,028

Service/Program Name		Total FY 2021-22 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2021-22)									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 2021-22 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of FY 2021-22 Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2021-22 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	40,233	\$ -	\$ 137,355	\$ -	\$ 452,055	\$ -		\$ 156,641	\$ 1,590,977	STA, TDA, FTA	\$ 2,337,028
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Totals	40,233	\$ -	\$ 137,355	\$ -	\$ 452,055	\$ -		\$ 156,641	\$ 1,590,977		\$ 2,337,028

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 2021-22 Revenue*	0%	0%	0%

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

Alameda CTC FY 2021-22 Annual Paratransit Program Plan Application (July 1, 2021 - June 30, 2022)

Attachment Table D: Vehicle Fleet

PLEASE NOTE: The vehicle list for FY22 is still being finalized, but it will be similar to the list below, which is what LAVTA operations and maintenance contractor used prior to Covid-19 pandemic.

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

Vehicle Fleet									
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J
					Vehicle Capacity				
Make	Type of Vehicle(s) (specify bus, large van, minivan, sedan)	Year of Vehicle	Fuel Type	Lift/Ramp Equipment (specify lift, ramp, or none)	Ambulatory	Wheelchair	Number of Vehicles	Owner (specify if contractor)	City that vehicle(s) are garaged
	Dodge	Minivan	2014	Gasoline	Ramp	3	1	1	
	Crysler	Sedan	2005	Gasoline	Ramp	3	0	1	
	Dodge	Minivan	2014	Gasoline	Ramp	5	1	1	
	Dodge	Minivan	2016	Gasoline	Ramp	5	1	1	
	Dodge	Minivan	2007	Gasoline	Ramp	3	1	1	
	Dodge	Minivan	2007	Gasoline	Ramp	4	1	1	
	Dodge	Minivan	2012	Gasoline	Ramp	4	1	1	
	Dodge	Minivan	2014	Gasoline	Ramp	4	1	1	
	Checy	Minivan	2007	Gasoline	Ramp	3	1	1	
Ford	Large Van	2004	Gasoline	Lift	1	2	2		
Dodge	Minivan	2010	Gasoline	None	5	0	1		
Dodge	Minivan	2013	Gasoline	None	5	0	1		
Crysler	Minivan	2009	Gasoline	None	5	0	1		
Crysler	Minivan	2017	Gasoline	None	5	0	1		
Chevy	Minivan	2010	Gasoline	None	5	0	1		
Dodge	Minivan	2019	Gasoline	Ramp	3	1	2		