

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

TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE

AGENDA

ZOOM TELECONFERENCE

MARCH 2, 2022 – 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**

This meeting will proceed via teleconference in accordance with Government Code Section 54953(e)(2), in order to protect the health and safety of staff, officials, and the general public. Councilmembers 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 Tri-Valley Accessible Advisory Committee (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.

Public comments will also be accepted via email until 1:00 p.m. on Tuesday, March 1, 2022 at frontdesk@lavta.org. Please include “Public Comment – 3/2/2022” 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 Tri-Valley Accessible Advisory 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 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 dial *6 to unmute 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 Tuesday, March 1, 2022 to frontdesk@lavta.org. Please include “Public Comment – 3/2/2022” 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 12, 2022 meeting (please review prior to meeting)	Action	3:40
6. Annual Program Submittal for ACTC Measure BB Funding	Information	3:45
7. TAAC Recruitment	Information	4:00
8. LAVTA SAV Update	Information	4:15
9. PAPCO Report	Information	4:30
10. Service Updates & Concerns	Discussion	4:35
11. Adjournment		5:00

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

<i>Jennifer Suda</i>	<i>2/25/2022</i>
<i>LAVTA Administrative Services Department</i>	<i>Date</i>

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 12, 2022

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 3:31 pm.

Members Present:

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
Diana Houghtaling	Social Services Member
Amy Mauldin	Social Services Member
Shay Roberson	Social Services Member Esther Waltz PAPCO Representative

Staff Present:

Toan Tran	LAVTA
Kadri Kulm	LAVTA
Christian Pereira	MV Transit

Members of Public:

Zack Silva	City of Pleasanton
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2. Roll Call

- 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. Minutes of the November 3, 2021 meetings of the Committee**
Approved.
Mack/Costello
- 6. Joint Procurement with County Connection for Wheels Dial-A-Ride Services**
Staff gave a presentation on the ongoing pilot program with County Connection, which started on April 1, 2021. In this pilot the two transit agencies share the same paratransit operations contractor. The program has been successful as all performance indicators have shown a positive trend. LAVTA and County Connection will issue an RFP shortly for the joint procurement for the contract starting on July 1, 2022.
- 7. Dial-A-Ride Customer Satisfaction Survey**
Staff updated the committee on the results of the latest DAR Customer Satisfaction Survey, which 284 passengers completed in December 2022. The responses to all 20 statements in the questionnaire indicated higher rider satisfaction ratings compared to the last time this survey was conducted two years prior. Whereas 2019 saw fewer riders accord the highest level of agreement (strongly agree) with the 20 statements, 2021 shows not only an increase over 2019, but increases over 2018 and 2017 as well.
- 8. PAPCO Report**
As the last meeting was in October, 2021 there was no PAPCO report this time around.
- 9. Service Updates and Concerns**
Judy LaMarre reported that there have been times when she had to wait for Dial-A-Ride for a long time and the ride time was excessively long as well. This happened in September.
Staff gave an update on inactive bus stops West on Golden Gate. The removal of these bus stops is in the scope of a larger project staff is working on. The RFP will be released shortly.

Staff also informed the committee that the ramp-up of the fixed route service has been postponed due to the Omicron variant until the staffing level is more stabilized.

10. Adjournment

Meeting adjourned at 4:58 pm.

DRAFT

AGENDA

ITEM 6



S T A F F R E P O R T

SUBJECT: Annual Program Submittal for ACTC Measure BB Funding

FROM: Kadri Klm, Paratransit Planner

DATE: March 2, 2022

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 Measure BB revenues for paratransit for the next fiscal year (2022/2023) is \$803,168. The Measure B is sun setting in April, 2022.

Attached is the draft LAVTA's Annual program plan, which is due to Alameda CTC on February 28, 2022.

Recommendation

Information only.

Attachments:

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

FY 2022-23 Annual Paratransit Program Plan Application for Measure 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 2022-23 Program Plan Excel workbook contains a tab to report on FY 2020-21 performance and budget (Attachment Table A). The FY 2020-21 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 2020-21 compliance report.*
3. References:
 - a. FY 2022-23 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2022)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures, revised January 2022 – Draft, pending PAPCO approval on January 24, 2022
 - 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, 2022 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 22-23 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY22-23_Paratransit_Program_Application.doc).

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467 or Naomi Armenta at narmenta@nelsonnygaard.com.

FY 2022-23 Annual Paratransit Program Plan Application Due by February 28, 2022

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: 2/28/22

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 January 2022 (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.
- **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 2020-21 and FY 2021-22 programs.

The impact from COVID-19 pandemic has caused about 50% decrease in LAVTA's ADA paratransit ridership, leading to a decrease in fare revenue received and higher cost per trip and per revenue hour. LAVTA has not been conducting any in-person ADA paratransit eligibility assessments since the beginning of pandemic and everyone who submits a complete ADA paratransit application along with the doctor's verification receives a temporary presumptive eligibility.

B. Provide a short narrative description of your agency's FY 2022-23 program.

All Measure BB funding will be used to provide the ADA mandated door-to-door "Wheels Dial-A-Ride" 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.

As of April 1, 2021 LAVTA entered into a pilot program via MOU with the neighboring transit agency County Connection sharing the same ADA paratransit operations and maintenance contractor (currently Transdev). The reason for the pilot was cost savings through the economies of scale and enhancing user experience by streamlining services between the two agencies. Since the pilot has been successful with all the key performance indicators showing a positive trend and favorable results from the Customer Satisfaction Survey conducted in December 2021, LAVTA and County Connection Board of Directors approved a joint procurement to continue the efforts to work together with a shared operations contractor. The joint RFP has been issued and the new contractor starts providing service on July 1, 2022.

One of the recommendations of the Comprehensive Tri-Valley Paratransit Assessment in partnership with the City of Pleasanton study was to have Pleasanton Rides to transfer all ADA paratransit rides to LAVTA. As such LAVTA has been providing these rides to ADA paratransit certified Pleasanton residents since February 1, 2021. About 35% of LAVTA's total rides are either within the City of Pleasanton or start/end in Pleasanton, and about 26% of currently eligible ADA paratransit certified patrons are Pleasanton residents.

LAVTA also provides same day Para-Taxi and Para-Taxi Debit Card services, which are funded by a combination of ACTC Measure B and BB GAP grants and LAVTA general fund.

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 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.

The pilot partnership with County Connection allows 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.

7.85 miles

- 2. Will your agency's program for FY 2022-23 conform to the Paratransit Program Implementation Guidelines, as required?

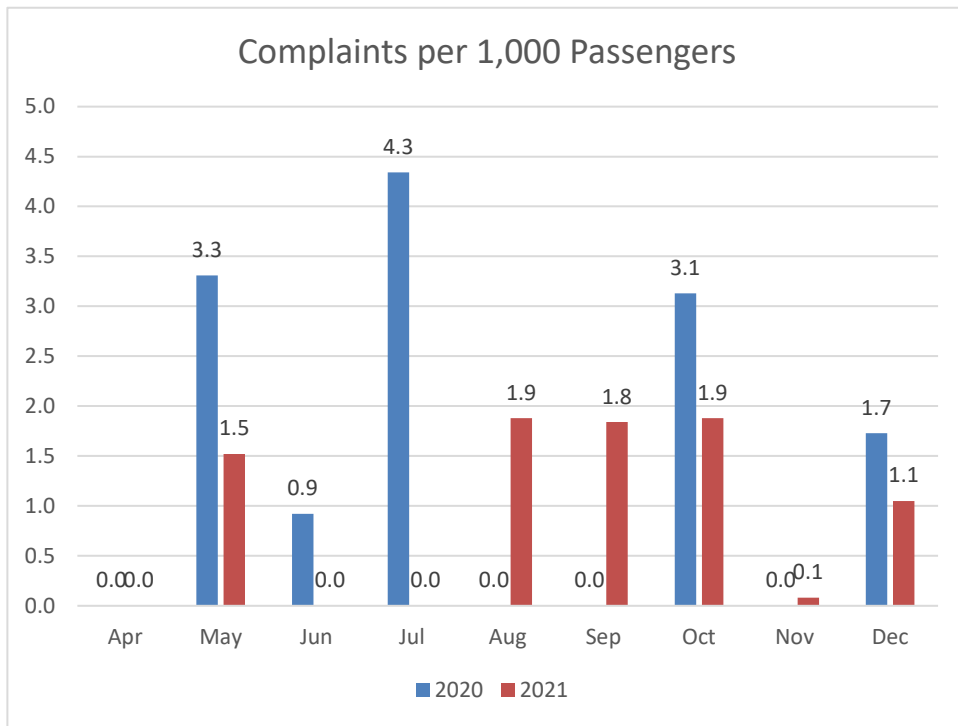
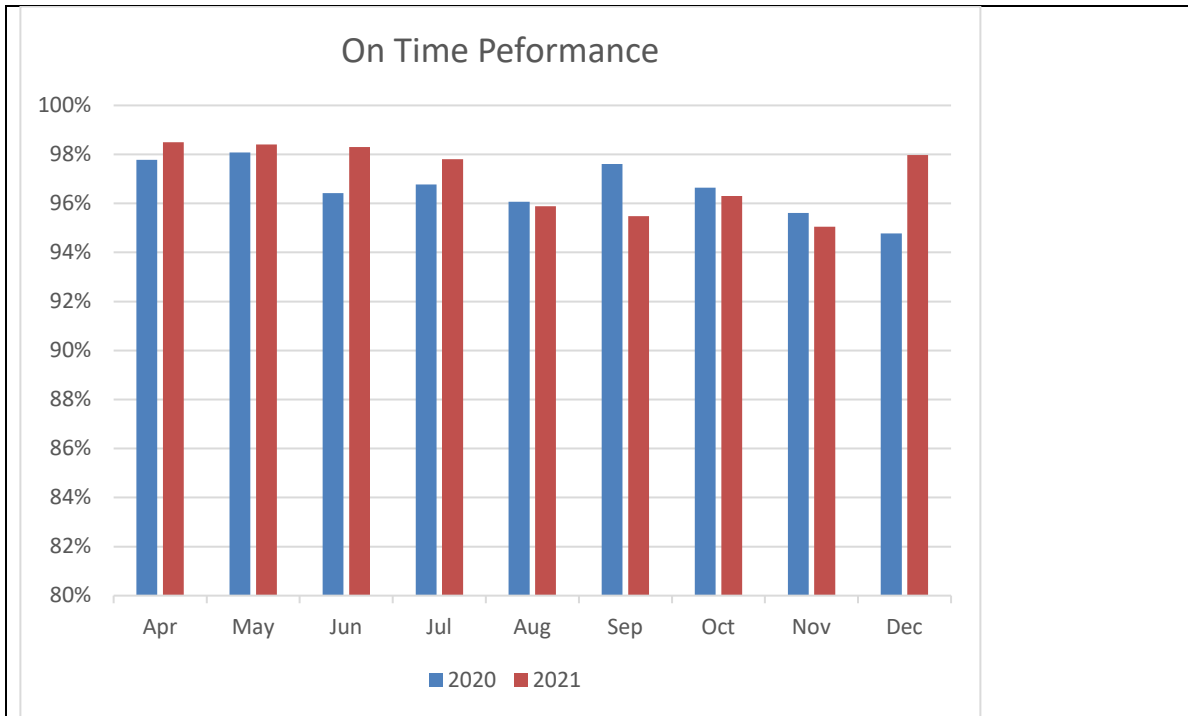
Yes

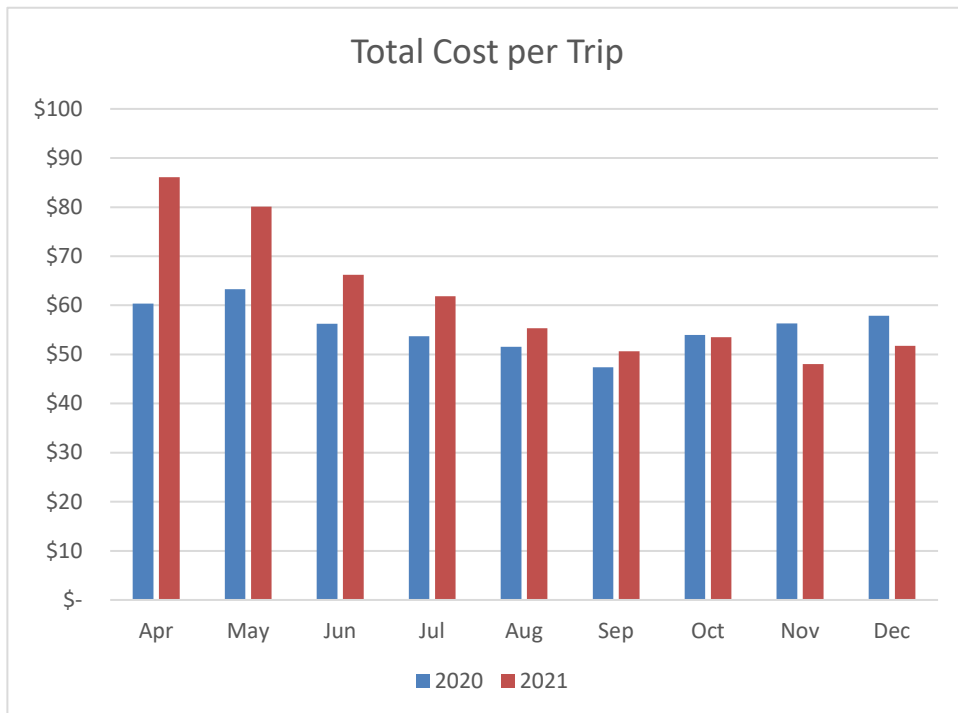
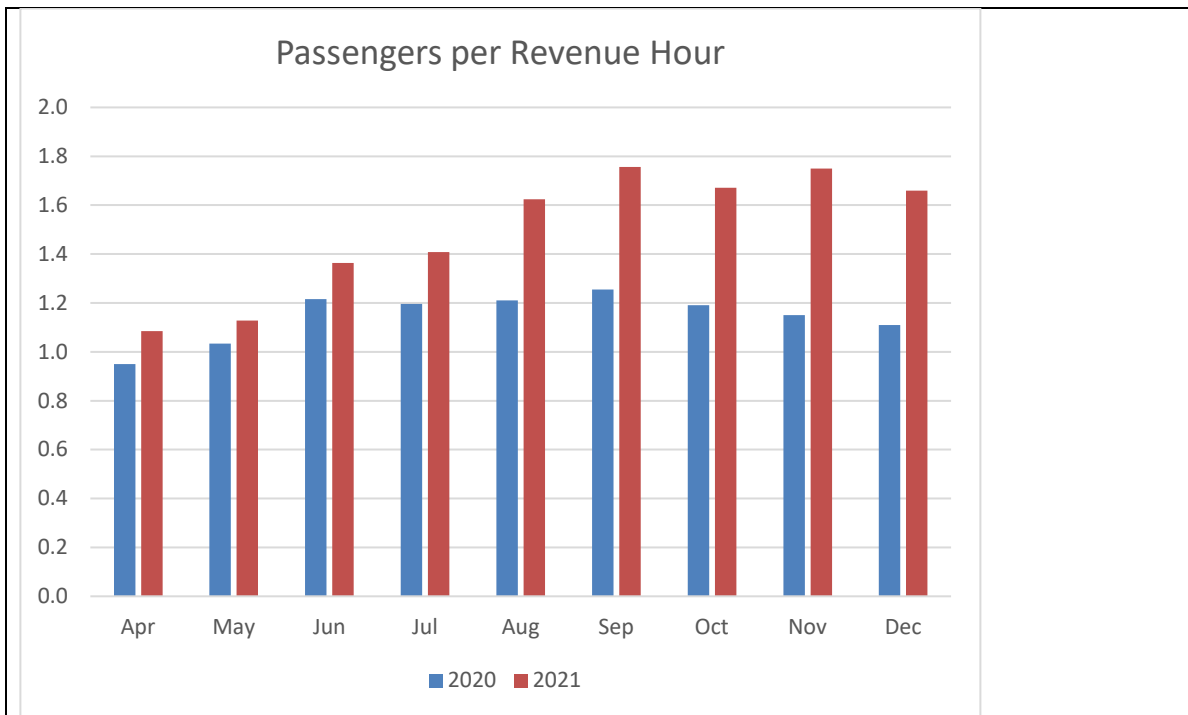
No

- A. If "No", explain below and contact Alameda CTC staff to discuss (prior to February 21, 2022)

- 3. If proposing any service or program changes in FY 2022-23 from the current year, FY 2021-22, 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.

LAVTA is currently in the joint procurement process with County Connection hiring an ADA paratransit operations and maintenance provider who will start providing service for both agencies on July 1, 2022. The pilot program, which started on April 1, 2021 and led to the joint procurement, has been successful showing positive trends in all the key performance indicators. These key performance indicators include Productivity – Passengers per hour, Reliability – On-time performance, Customer Service – Complaints per 1,000 passengers, and Cost Effectiveness – Cost per trip. The charts below show the performance statistics from April 1 to December 31, 2021 and comparing this statistics to the same months a year prior:





As the tables above indicate productivity has increased over 40%, OTP has maintained at 97%, and complaint rate has improved slightly while cost per trip has decreased over the last several months.

Wheels Dial-A-Ride fares will increase from \$3.75 to \$4.00 on January 1, 2023. Originally this increase was scheduled to take place on January 1, 2021 (by LAVTA board action); however, due to the hardship the Covid-19 pandemic has put on the riders, LAVTA staff and Board agreed to postpone this fare increase.

4. **Looking ahead, beyond FY 2022-23, 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.

As the partnership with the County Connection continues LAVTA expects more streamlining of services as well as policies (no-show/late cancellation policy, etc.) in the future. These potential future changes will go through the TAAC and would have to be approved by both agencies' boards.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The January 2022 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 2022-23 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 2021-22 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)
 - G. **Proposed new Meal Delivery Funding Program** (describe the proposed service and the population(s) it serves)

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 customer satisfaction surveys.

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

The Wheels Dial-A-Ride customer satisfaction survey was conducted in December 2021 with the total of 284 surveys, including 265 telephone interviews averaging 10 minutes in length, and 19 online surveys. Postcards were sent to all riders in individual residences inviting them to complete the survey online or over the phone. Non-respondents with a valid email address also received an email invitation to participate. The table below shows the summary of findings and comparing these findings with the previous surveys:

Comparisons of Mean Ratings



	2021	2019	2018	2017	2016	2015	2021 v 2019
Overall experience	3.74	3.51	3.64	3.65	4.43	4.61	0.13
Overall high level of satisfaction with pickup experience	3.90	3.73	3.83	3.81	4.36	4.45	0.17
Overall high level of satisfaction with ride experience	4.14	4.00	3.94	4.03	4.37	4.38	0.14
Overall high level of satisfaction with drop off experience	4.12	3.96	4.08	4.09	4.42	4.37	0.16
Driver operated vehicle safely/followed traffic laws	4.28	4.17	4.13	4.20	4.49	4.55	0.11
Person on phone courteous	4.28	4.07	4.19	4.14	4.40	4.47	0.21
Driver dressed appropriately/clean	4.27	4.15	4.19	4.30	4.46	4.47	0.12
Driver courteous and helpful	4.21	4.15	4.21	4.29	4.57	4.41	0.06
Vehicle/shuttle was clean	4.21	4.07	4.13	4.21	4.32	4.39	0.14
Person on phone able to arrange request for transportation	4.17	3.82	3.88	3.87	4.16	4.50	0.35
Vehicle/shuttle was in working order	4.14	4.03	4.10	4.17	4.30	4.34	0.11
Driver offered me help during drop off	4.14	4.02	4.05	4.08	4.21	4.35	0.12
Driver arrived correct address/pickup spot	4.12	4.01	3.98	4.09	4.38	4.48	0.11
No problems with phone menu	4.11	3.98	4.10	4.08	4.07	4.23	0.13
Person on phone knowledgeable	4.08	3.82	3.80	3.86	4.09	4.31	0.26
Easy to make arrangements for transportation on phone	4.06	3.82	3.75	3.85	4.22	4.45	0.24
Driver dropped me off on time/in correct place	4.05	3.92	4.01	3.96	4.32	4.30	0.13
Able to reach customer service quickly	4.03	3.87	3.86	3.79	4.21	4.40	0.16
Hold times not an issue	3.90	3.63	3.61	3.73	3.92	4.26	0.27
Driver on time	3.62	3.53	3.53	3.47	4.00	4.05	0.09

Whereas the previous survey conducted in 2019 saw fewer riders accord the highest level of agreement (strongly agree) with the 20 statements, 2021 shows not only an increase over 2019, but increases over 2018 and 2017 as well. Most ratings are at least 10 percentage points higher than last time. This is a welcome change from the softening of opinions seen in 2019. Particularly notable are the number of riders who “strongly agree” that the person on the phone was able to arrange the transportation (+20) and that it was easy to make arrangements on the phone (+19).

Overall mean ratings saw notable increases when it came to the person on the phone bearing able to arrange the transportation (+.35), hold times not being an issue (+.27), the person on the phone being knowledgeable (+.26), and being easy to make arrangements over the phone (+.24).

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.

Both the analysis from the operational performance indicators as well as feedback received from the customer satisfaction survey indicate that the pilot program with the County Connection, which started on April 1, 2021, has been successful. As such, the Board of Directors of both LAVTA and County Connection approved taking this partnership to the next level, which is a joint procurement for the shared operations contractor. The new contractor will start providing the service on July 1, 2022.

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

As part of the partnership with County Connection LAVTA has introduced a new mobile phone application called My Transit Manager. This app enables passengers to view and cancel their scheduled rides, see their vehicle on a real-time map, rate their rides/drivers, and give written feedback about their rides/drivers within the app.

LAVTA is also continuing partnering in the regional One Seat Ride pilot program, which enables passengers to travel regionally without having to transfer.

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. 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.)*

During the current FY22 LAVTA has heard occasional complaints about the scheduling/dispatching phone system's technical challenges.

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

The phone system was upgraded on February 14, 2022, which should have eliminated the issues.

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 2020-21	945
Registrants at end of FY 2020-21	~1,000
Current Registrants for FY 2021-22	1,176
Projected Registrants for FY 2022-23	1,200

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 Rides was recently (on 2/1/21) transferred to LAVTA, LAVTA is expecting more Pleasanton residents apply for the ADA service. Currently 309 people (26%) of eligible ADA paratransit certified patrons are Pleasanton residents.

LAVTA is also anticipating that the East Bay Regional center day programs will be reopening more in FY23, leading to increased number of Dial-A-Ride applications for their clients.

16. What are the current program registrant demographics for FY 2021-22, 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	
Asian	
Black or African American	
Hispanic or Latino	
Native Hawaiian or Other Pacific Islander	
White	
Other	
Disability (check all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	958 (all Mobility category combined. Including SCI and TBI)
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	146
Hearing	40
Cognitive/Learning	326 (all Cognitive category combined, including Learning and Psychological)
Psychological	
Invisible	
Household Income	
< \$29,750	
\$29,751-\$49,600	
\$49,601-\$59,520	
\$59,521-\$78,850	
> \$78,851	

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2022-23.

We expect the demographics to remain about the same. LAVTA collects the disability statistics based on categories in the ADA paratransit Regional Eligibility Database RED, which are Cognitive, Mobility, Vision, Hearing, and Other. LAVTA uses the regional ADA Paratransit Eligibility application, which does not ask for race/ethnicity or income information; however, starting FY23 LAVTA plans on adding the ethnicity and income question to the annual customer satisfaction surveys.

17. Do you expect the total number of one-way trips provided by your program in FY 2022-23 to increase, decrease or stay the same compared to the current year, FY 2021-22? Why?

Due to the ridership in the current FY still being impacted by the pandemic (LAVTA ridership is about 50% of the pre-pandemic level), and softening of the pandemic-related restrictions, LAVTA is anticipating increase in ridership in FY23. LAVTA also anticipates more rides from Pleasanton residents due to the transfer of ADA trips from Pleasanton Rides to LAVTA. About 35% of LAVTA's total rides are either within the City of Pleasanton or start/end in Pleasanton.

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 2020-21	5,430
Number of trips provided to consumers who require an accessible vehicle in FY 2021-22 as of Dec. 31, 2021	3,349
Number of trips projected to consumers who require an accessible vehicle in FY 2022-23	9,460

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 2020-21, or to date in FY 2021-22. 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.

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 2022-23 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.

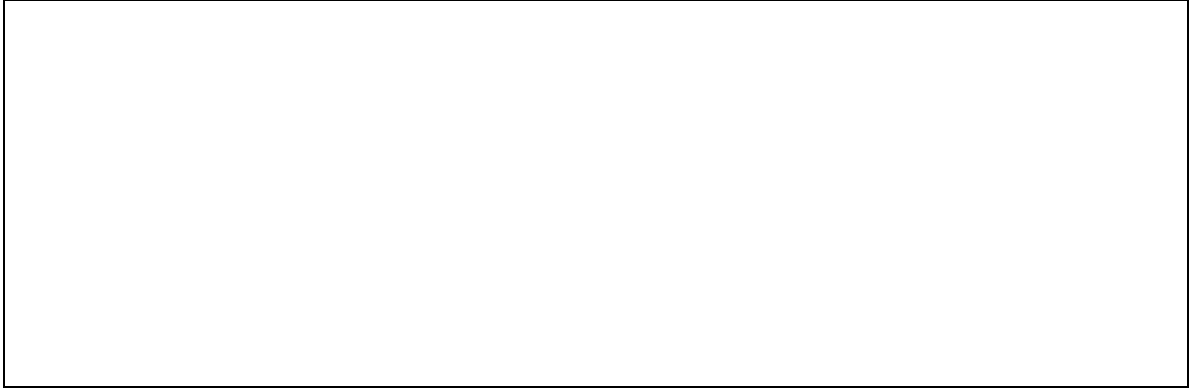
PROGRAM FUNDING RESERVES

- 25. If your paratransit program is anticipated to have a remaining balance of Measure B/BB DLD funding at the end of FY 2022-23, 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.

A large, empty rectangular box with a thin black border, intended for the applicant to provide additional notes or clarifications about their program plan.

Alameda CTC FY 2022-23 Annual Paratransit Program Plan Application (July 1, 2022 - June 30, 2023)
 Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2020-21)

Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other funds available for FY 2020-21)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2020-21	\$0
FY 2020-21 Measure B DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$201,950
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2020-21	\$0
FY 2020-21 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$397,087
Total FY 2020-21 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$599,036
Total FY 2020-21 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 525,996
Total FY 2020-21 Program Revenue (Measure B, Measure BB and all other sources available for FY 2020-21) (Automatically calculated)	\$1,125,032

Service/Program Type and Name		Performance FY 2020-21		Total FY 2020-21 Program Costs Expended by Fund Source (Measure B, Measure BB and all other funds expended during FY 2020-21)										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 <i>Drop-down Menu</i>	Service/Program/Project Name	Quantity Provided FY 2020-21 Provide total number of one-way trips or units	On-Time Performance FY 2020-21 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 2020-21 Measure B Paratransit DLD funds EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds EXPENDED	Amount of FY 2020-21 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. CIP Grant, 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) <i>Automatically calculated</i>	Miscellaneous Notes (If necessary, provide any notes/clarification about trip/program)
ADA-Mandated Paratransit	WHEELS Dial A Ride	14,370	97%	\$ -	\$ 201,950	\$ -	\$ 397,087	\$ 10,292	GAP	\$ 57,110	\$ 458,594	TDA, STA	\$ 1,125,032	
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				\$ -	\$ 201,950	\$ -	\$ 397,087	\$ 10,292		\$ 57,110	\$ 458,594		\$ 1,125,032	

Alameda CTC FY 2022-23 Annual Paratransit Program Plan Application (July 1, 2022 - June 30, 2023)

Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2022-23 Program Revenue (Measure B, Measure BB and all other funds available for FY 2022-23)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2021-22 (June 30, 2022)	\$0
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2021-22 (June 30, 2022)	\$0
Projected FY 2022-23 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	803,168.14
Total FY 2022-23 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$803,168
Total FY 2022-23 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB)	\$ 1,808,935
Total FY 2021-22 Program Revenue (Measure B, Measure BB and all other sources available for FY 2021-22) (Automatically calculated)	\$2,612,103

Service/Program Name		Total FY 2022-23 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2022-23)								Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2022-23 Automatically populated from prior sheet (column Q)	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2022-23 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. CIP Grant, 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	34,687	\$ -	\$ -	\$ 803,168.14	\$ 16,000	GAP	\$ 92,255	\$ 1,700,680	STA, TDA, FTA	\$ 2,612,103
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Totals	34,687	\$ -	\$ -	\$ 803,168	\$ 16,000		\$ 92,255	\$ 1,700,680		\$ 2,612,103

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

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2023:	\$0	\$0	\$0
Reserve balance as percent of FY 2022-23 Revenue*	N/A	0%	0%

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

**FY 2022-23 Measure BB Projection
December 2021 (Preliminary)¹
Paratransit Direct Local Distribution Funding²**

Recipient	Measure BB	
Alameda	\$	430,945.64
Albany	\$	77,670.82
Berkeley	\$	674,962.93
Emeryville	\$	69,521.53
Fremont	\$	1,324,020.65
Hayward³	\$	1,720,099.63
LAVTA⁴	\$	803,168.14
Newark	\$	274,568.54
Oakland⁵	\$	2,646,057.64
Pleasanton	\$	542,099.30
San Leandro	\$	575,900.45
Union City	\$	483,784.74
East Bay Paratransit	\$	19,245,600.00
AC Transit District	\$	14,434,200.00
BART	\$	4,811,400.00
Total	\$	28,868,400.01

Notes:

1. These projections are a draft based on current revenue projections.
2. Projections are based on the current formula which expires in June 2027.
3. Hayward's projection include the unincorporated areas of Central Alameda County.
4. LAVTA's projection include Dublin and Livermore.
5. Oakland's projection include Piedmont.

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AGENDA

ITEM 7



STAFF REPORT

SUBJECT: Announcement of TAAC Recruitment for Terms Starting FY 2022/2023

FROM: Kadri Klm, Paratransit Planner

DATE: March 2, 2022

Action Requested

Information only.

Background

On June 30th 2022, terms will expire for eleven TAAC members:

- Connie Mack – Dublin Representative
- Donna Singer – Dublin Alternate
- Judith LaMarre – Livermore Representative
- David Weir – Livermore Representative
- Michael Balero – Livermore Alternate
- Jeffrey Jacobsen – Pleasanton Representative
- Herb Hastings – Alameda County Representative
- Kulwant Singh – Alameda County Alternate
- Diana Houghtaling – Social Services Representative
- Amy Mauldin – Social Services Representative
- Shay Roberson – Social Services Representative

Discussion

Due to the current term expirations and vacancies the TAAC will have the following position openings for FY 2022/23:

Dublin

- 1 member
- 1 alternate

Livermore

- 2 members

- 1 alternate
- Pleasanton
- 1 member
 - 1 alternate
- Alameda County
- 1 member
 - 1 alternate

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 18, 2022.** 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 2022 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, 2022

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Shawn Costello	2 years	July 2021	June 2023
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 2021	June 2023
Jeffrey Jacobsen	2 years	July 2020	June 2022
VACANT (Alternate)	2 years		

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
Amy Mauldin	2 years	July 2020	June 2022
Shay Roberson	2 years	July 2020	June 2022
VACANT (Alternate)			

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 _____

1. Do you or your clients use Dial-A-Ride? If yes, how often?
2. Do you or your clients use Fixed Route service? If yes, how often?
3. In a single statement, why do you want to be on this committee?
4. What skills and knowledge do you feel you bring to this committee?
5. Will you be able to attend meetings during regular business hours? How flexible is your schedule?
6. Please include any additional information that may assist the decision making process.