

## STAFF REPORT

SUBJECT: Para-Taxi Reimbursement Program Modifications

FROM: Kadri Klm, Paratransit Planner

DATE: May 7, 2025

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### Action Requested

Recommend that LAVTA Board of Directors approve the proposed changes to the Para-Taxi reimbursement-based portion of the program.

### Background

LAVTA's popular same day Para-Taxi program offer ADA paratransit certified individuals the use of TNCs and select taxi companies at 85% discount per ride up to \$30 maximum discount per ride (the monthly maximum discount is \$300). This benefit can be accessed in two ways:

- Para-Taxi PEX debit card for immediate discount (preferred method), and
- Reimbursement-based method in which riders submit their reimbursement request form along with corresponding receipts to LAVTA and wait for reimbursement.

The proposed changes are for the **reimbursement-based portion** of the program only.

### Discussion

To improve the administration of the program as well as customer experience, staff is proposing the following changes:

1. Change from the paper-based reimbursement request submittal process to fully electronic submittal in which participants email their paperwork, ie., trip receipts, to a specific LAVTA email address instead of mailing the hard copies. This will streamline the process and ensure faster reimbursement.

2. Change the reimbursement request period from within 90-days of the trip taken to within 30-days of the trip taken. Currently, receiving timely receipts is an obstacle, which makes it difficult for on-time reporting to funding agencies.
3. Change from check-based payment to direct deposit only (via ACH), which ensures faster reimbursement.

**Next Steps**

This item is tentatively scheduled to go to LAVTA Board of Directors at their June meeting. Upon their approval the program materials will be updated to reflect the changes, and the updates are tentatively scheduled to go live on July 1, 2025.

**Recommendation**

Recommend that LAVTA Board of Directors approve the proposed changes to the Para-Taxi Reimbursement-based portion of the program.