

## STAFF REPORT

SUBJECT: Para-Taxi Program Update

FROM: Kadri Klm, Paratransit Planner

DATE: June 23, 2025

---

### Action Requested

Staff requests that the Projects and Services recommend the Board of Directors approve Resolution 21-2025, changing the Para-Taxi reimbursement request period from within 90-days of the trip taken to within 60-days of the trip taken.

### 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 change applies only to the reimbursement-based portion of the program.

### Discussion

In April, 2015 LAVTA board approved an update to Para-Taxi reimbursement-based program stating that paperwork and receipts for reimbursement need to be submitted to LAVTA from 'unlimited' to within 90-days of the trip taken.

Staff is proposing updating the policy from within 90-days to within 60-days. Currently, receiving timely receipts is an obstacle, which makes it difficult for on-time reporting to funding agencies.

### TAAC Recommendation

Staff presented the proposed change to the Wheels Accessible Advisory Committee (TAAC) at their May 7, 2025 meeting. Originally, staff proposed a 30-day reimbursement window, and the TAAC recommended a 60-day window. TAAC also recommended looking at this item again in about a year and potentially reducing reimbursement window to 45-days or 30-days at that time.

**Recommendation**

Recommend the Board of Directors approve Resolution 21-2025 changing the Para-Taxi reimbursement request period from within 90-days of the trip taken to within 60-days of the trip taken.

**Attachments:**

1. Resolution 21-2025

**RESOLUTION 21-2025**

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE LIVERMORE  
AMADOR VALLEY TRANSIT AUTHORITY AUTHORIZING UPDATES TO  
THE PARA-TAXI PROGRAM**

**WHEREAS**, the Livermore Amador Valley Transit Authority (LAVTA) operates a Para-Taxi program to provide additional mobility options to paratransit eligible passengers above and beyond the Americans with Disabilities Act (ADA) minimum requirements; and

**WHEREAS**, Dial-A-Ride is expensive to operate on a per passenger basis and the Para-Taxi program presents savings to LAVTA when used by Dial-A-Ride eligible passengers in lieu of Dial-A-Ride; and

**WHEREAS**, current Para-Taxi reimbursement requests must be submitted within 90-days of the trip taken; and

**WHEREAS**, staff proposes making the changes listed below included in the staff report presented to the Board:

- Change the reimbursement period from receipts must be submitted within 90-days of the trip taken to within 60-days of the trip taken; and

**WHEREAS**, on May 7, 2025, the Wheels Accessibility Advisory Committee reviewed the proposed changes and recommended that the changes be made.

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors of the Livermore Amador Valley Transit Authority that staff will update the Para-Taxi program parameters as detailed in this resolution and implement the changes as soon as possible.

**APPROVED AND PASSED** this 7<sup>th</sup> day of July, 2025.

---

XXXX, Chair

ATTEST:

---

Christy Wegener, Executive Director