

STAFF REPORT

SUBJECT: Contract Award for RFP #2025-08 for Wheels Access Mobility Management Services

FROM: Kadri Klm, Senior Paratransit Planner
Jennifer Yeamans, Senior Grants & Management Specialist

DATE: January 5, 2026

Action Requested

Staff recommend that the Board of Directors award a contract for Wheels Access Mobility Management Services to ADARide.com, LLC for an initial two-year base term with three one-year option terms exercisable at LAVTA’s sole discretion, for a maximum compensation amount of \$986,970.

Background

In 2019, LAVTA and the City of Pleasanton completed the Mobility Forward Tri-Valley Paratransit study, which made several recommendations to improve the effectiveness of the organization, management, and delivery of paratransit service in the Tri-Valley. These included enhancements to LAVTA’s ADA paratransit (Dial-a-Ride) eligibility screening process and implementation of a “Tri-Valley Coordinated Transit Strategy” for older adults and people with disabilities, including transit-orientation, coordinated public information delivery, and mobility management approaches to improve ease-of-use for customers and ensure rides are the most cost-effective mode for any given specific trip.

In May 2024, the Alameda County Transportation Commission awarded LAVTA a Paratransit Discretionary Grant Program grant for a new project targeting older adults and people with disabilities called “Wheels Access – Expanding Mobility Options in the Tri-Valley,” which aimed to integrate and coordinate several existing specialized transportation programs with new initiatives through

- 1) establishing a new Mobility Management program to provide individualized consultation and travel training targeting seniors and persons with disabilities, including promotional incentives to use electronic payments for certain trips,
- 2) continuing the popular Para-Taxi Reimbursement/PEX Debit Card program which provides a same-day accessible travel option, and
- 3) providing operating support within Alameda County for the multi-jurisdictional One Seat Ride program, an enhanced ADA paratransit service developed in response to long-standing community requests

Concurrently, as ridership on Dial-a-Ride, LAVTA’s ADA-mandated paratransit service, has continued to rebound after the pandemic, LAVTA identified a need to revisit the 2019

recommendation to enhance the ADA eligibility screening process, and integrate the eligibility determination process with additional consultation and service offerings to help users entering the process understand and be able to access the maximum range of travel options.

To use staff resources more efficiently and organize customer-facing efforts around a coordinated approach to providing specialized transportation services, in October 2025 LAVTA issued Request for Proposals (RFP) #2025-08 for Wheels Access Mobility Management Services. This RFP followed two earlier attempts to solicit similar services in December 2024 and March 2025 that did not result in contract awards, with LAVTA making refinements to both scope and business outreach efforts following each previous solicitation.

RFP Process

LAVTA issued RFP #2025-08 on October 9, 2025, and proposals were due on November 14. The solicitation was posted on LAVTA’s Bonfire Procurement Portal and e-mailed to known vendors, and advertised in the East Bay Times. A virtual pre-proposal conference was held on October 28, and one addendum was issued providing clarifications and answers to questions received. LAVTA received three (3) proposals prior to the submission deadline from the following firms:

- ADARide.com LLC; Carson, California
- MV Transportation, Inc., Dallas, Texas
- Transdev Services, Inc., Lombard, Illinois

Proposals were evaluated based on the criteria included with the RFP:

Evaluation Criteria	Max Points
Company Qualifications, Experience & References	22
Qualifications and Experience of Key Personnel	22
Project Understanding and Management Plan	21
Reasonableness of Cost	35
Total =	100

The evaluation committee included LAVTA staff familiar with and responsible for paratransit operations and customer service, and familiar with the services offered and mobility needs of older adults and persons with disabilities in the Tri-Valley. The committee reviewed the proposals to evaluate and rank the relative strengths of each firm, and subsequently conducted interviews via teleconference on December 2 and 3, with all three proposers. Staff contacted and confirmed references for these proposers. Following interviews, the committee requested revised proposals from two of the firms and further clarifications about the project understanding from the third. Following rescoring based on these responses, the evaluation committee concluded that LAVTA’s interests would be best served by ADARide.com LLC. The evaluation committee’s final composite scores were as follows:

Firm	Total Points (Avg/ 100 points)
ADARide.com LLC	78.5
Transdev Services, Inc.	69.25
MV Transportation Inc.	61.75

Discussion

The proposal from ADARide.com demonstrated significantly more breadth and depth of specialized experience and familiarity with coordinating transportation services for the target populations than the other proposers. ADARide.com can provide an independent “arm’s length” relationship with LAVTA’s other service providers when helping to determine the most cost-effective service delivery model for customers’ mobility needs. They also have existing locations in Pleasanton and Livermore where staff can host in-person mobility conferencing, travel training, and offer localized support by phone. The evaluators found their experience integrating with health and social service providers to be superior compared to the other proposers. ADARide.com LLC have provided similar services to other Bay Area transit agencies including SamTrans and Napa Valley Transportation Authority, as well as nearby agencies such as Santa Cruz METRO and others throughout California and nationwide.

Fiscal Impact

Funding for the project’s first year is included in the FY26 budget, and in future years as shown below. The maximum compensation amount that may be expended under the contract is \$986,970 and is subject to future Board-approved funding for the option years.

The 50% portion of the work to conduct ADA paratransit eligibility assessments is 100% LAVTA-funded; the 50% of the work to carry out mobility management activities is funded 63% by Alameda CTC’s Paratransit Discretionary Grant Program (PDGP) as follows, for an overall local cost share of 68% in the base term and 75% for the maximum term, though LAVTA would apply for future PDGP or other grant funding to continue the program if successful, as currently only four years of grant funding is programmed for the project:

Fund Source	Base Term (2 years)	%	Option Years (3 Max)	5-Year Max Total	%
ACTC PDGP	\$125,462	32%	\$121,946	\$247,408	25%
Local Match	\$271,391	68%	\$468,171	\$739,562	75%
Total	\$396,853	100%	\$590,117	\$986,970	100%

Recommendation

Staff recommend the Board of Directors approve Resolution 01-2026, authorizing the Executive Director to execute a contract for Wheels Access Mobility Management Services to ADARide.com, LLC for an initial two-year base term with three one-year option terms exercisable at LAVTA’s sole discretion, for a maximum compensation amount of \$986,970.

Attachment:

1. Resolution 01-2026

RESOLUTION 01-2026

**A RESOLUTION OF THE BOARD OF DIRECTORS
OF THE LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
AWARDING THE WHEELS ACCESS MOBILITY MANAGEMENT SERVICES
CONTRACT TO ADARIDE.COM, LLC FOR A MAXIMUM COMPENSATION
AMOUNT OF \$986,970**

WHEREAS, LAVTA requires the services of a qualified firm to provide mobility management services under the branding name of Wheels Access; and

WHEREAS, the agency issued Request for Proposals (RFP) #2025-08, Wheels Access Mobility Management Services, seeking a firm to provide a range of mobility services related to travel navigation, ADA paratransit eligibility assessments, travel training, and implementing an Electronic Fare Media Incentive Program, among other tasks requested in the RFP; and

WHEREAS, LAVTA utilized the “Best Value” method for procurement, in conformance with applicable procurement guidelines and procedures; and

WHEREAS, the evaluation committee reviewed the three proposals received in response to the RFP, conducted interviews and requested revisions and clarifications from all three proposers, and determined that the proposal from ADARide.com, LLC is responsive to the RFP, provides the best value to LAVTA, and the proposer is responsible; and

WHEREAS, the term of the Agreement will be for a two (2) year base term with up to three (3), one-year option terms as outlined in the RFP; and

WHEREAS, the maximum compensation amount that may be expended under this contract is \$986,970, and funds for the contract shall be within the annual budget adopted by the Board of Directors; and

WHEREAS, staff recommends that the Board of Directors authorize the Executive Director to enter into a contract with ADARide.com, LLC for Wheels Access Mobility Management Services;

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Livermore Amador Valley Transit Authority that the Executive Director is authorized to enter into a contract for Wheels Access Mobility Management Services with ADARide.com, LLC for a two year base term for a maximum compensation amount of \$396,853 in a form approved by Legal Counsel; and

BE IT FURTHER RESOLVED that the Board authorizes the Executive Director to exercise three optional one-year contract extensions, which are exercisable at LAVTA's sole discretion for a maximum compensation amount of \$590,117, and to take all other actions necessary to give effect to this Resolution.

PASSED AND ADOPTED this 5th day of January 2026.

Julie Testa, Chair

Attest:

Christy Wegener, Executive Director