

SUBJECT: Wheels Access Update

FROM: Kadri Klm, Senior Paratransit Planner

DATE: March 4, 2026

---

### **Action Requested**

Information only.

### **Background**

LAVTA is a recipient of Alameda CTC Paratransit Discretionary Gap Grant funds for a 5-year grant to implement a comprehensive mobility program called “Wheels Access – Expanding Mobility Options in the Tri Valley”. The Wheels Access Program includes establishing a new Mobility Management program to provide individualized consultation (travel navigator) and travel training targeting seniors and persons with disabilities. Included in the Wheels Access program is also ADA paratransit eligibility enhanced assessments (this part is not funded by the grant).

### **Discussion**

In order to implement the Wheels Access Mobility Management program, LAVTA released a Request for Proposals (RFP) in the Fall of 2025. Three proposals were received, and ADARide was selected as the winning bidder. LAVTA board of directors awarded the contract to ADARide at their January 2026 meeting. The program is tentatively scheduled to start on March 16, 2026.

ADARide will be providing the following services for LAVTA:

1. Travel Navigator Program (travel counseling, information and referral to resources).

Travel Navigators are a one-stop resource for program information and eligibility for all LAVTA ADA paratransit and accessibility programs for seniors and persons with disabilities. Travel navigators will provide a customized approach to riders’ mobility options based on their

specific needs. Once a customer calls the Travel Navigators, a representative will learn more about their mobility goals and personal circumstances. With this information, the Travel Navigators will then help the individual to determine which programs best suit them - or a friend, client, or loved one.

2. Travel Training on fixed route

Travel training is a service available to the general public and offers the additional support passengers may need to feel comfortable using public transit. Because using public transit can be intimidating for some riders who are unfamiliar with the system, have special needs, or use mobility aids, an effective travel training program is essential to providing equitable access to public transit by empowering potential riders with the skills and knowledge to comfortably navigate LAVTA's fixed route transit system.

3. ADA Paratransit eligibility determinations

ADARide will be conducting enhanced ADA paratransit eligibility assessments. LAVTA's ADA paratransit application can be filled out and submitted electronically (phone support will be provided, if needed), or a paper application can be requested. The application ADARide will be using is similar to the current Dial-A-Ride application but slightly adjusted to their evaluation program. There will also be phone interviews/travel orientations with all applicants.

**Next Steps**

The tentative start date for Wheels Access is March 16, 2026.

**Action Requested**

Information only.