

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

**TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE**

**AGENDA**

**DATE:** Wednesday, March 4, 2026

**PLACE:** **LAVTA Offices, Room 110  
1362 Rutan Court, Suite 100, Livermore**

**TIME:** 3:30 p.m.

**TELECONFERENCE LOCATIONS**

NONE

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*Agenda Questions: Please call the Front Desk at (925) 455-7555 or send an email to [frontdesk@lavta.org](mailto:frontdesk@lavta.org)*

*Documents received after publication of the Agenda and considered by the Board/Finance and Administration/Projects and Services Committee in its deliberations will be available for inspection at the Authority's office at 1362 Rutan Court, Suite 100, Livermore, CA 94551.*

**MEETING PROCEDURE**

This Tri-Valley Accessible Advisory Committee meeting will be conducted in person and on the web-video communication platform, Zoom. In order to view and/or participate in this meeting remotely, members of the public will need to download Zoom from its website, [www.zoom.us](http://www.zoom.us).

We encourage members of the public to access the meeting online using the web-video communication application, Zoom. Zoom participants will have the opportunity to speak during Public Comment. It is recommended that anyone wishing to participate in the meeting remotely complete the download process before the start of the meeting.

Public comments will also be accepted via email until 1:00 p.m. on Wednesday, March 4, 2026 at [frontdesk@lavta.org](mailto:frontdesk@lavta.org). Please include "Public Comment – 3/4/2026" and the agenda item in

the subject line. In the body of the email please include your name. Public comments submitted will be provided to the board and to the general public at the meeting location.

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.*

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- For audio access to the meeting by telephone, use the dial-in information below:  
Dial: 1 (669) 900-6833  
Webinar ID: 884 6981 0964  
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*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](mailto:frontdesk@lavta.org)

If you are submitting public comment via email, please do so by 1:00 p.m. on Wednesday, March 4, 2026 to [frontdesk@lavta.org](mailto:frontdesk@lavta.org). Please include “Public Comment – 3/4/2026” 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 provided to the board and to the general public at the meeting location.

	<b>Action Recommended by Staff</b>	
<b>1. Call to Order</b>		<b>3:30</b>
<b>2. Roll Call</b>		<b>3:31</b>
<b>3. Approval of Agenda and Modifications if necessary</b>	<b>Action</b>	
<b>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)</b>	<b>Information</b>	<b>3:32</b>
<b>5. Minutes of the January 7, 2026 meeting (please review prior to meeting)</b>	<b>Action</b>	<b>3:35</b>
<b>6. Annual Program Submittal for Alameda CTC Measure BB Funding for FY27</b>	<b>Information</b>	<b>3:40</b>
<b>7. Wheels Access Mobility Management Update</b>	<b>Information</b>	<b>3:45</b>
<b>8. TAAC Recruitment for Terms Starting July 1, 2026</b>	<b>Information</b>	<b>4:00</b>
<b>9. PAPCO Report</b>	<b>Information</b>	<b>4:05</b>
<b>10. Chair Report</b>	<b>Information</b>	<b>4:10</b>
<b>11. Verbal Service Updates &amp; Concerns</b>	<b>Discussion</b>	<b>4:20</b>
<b>12. Adjournment</b>		<b>4:30</b>

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

*/s/ Michelle Kumar*

*2/26/2026*

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*LAVTA Administrative Services Department*

*Date*

*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](mailto:frontdesk@lavta.org)*

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

**Tri-Valley Accessible Advisory Committee**

**DATE:** Wednesday, January 7, 2026

**PLACE:** LAVTA Offices, Room 110  
1362 Rutan Court, Suite 100, Livermore

**TIME:** 3:30 p.m.

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**MINUTES**

**1. Call to Order**

The Chair Herb Hastings called the meeting to order at 3:30 pm.

**2. Roll Call**

Members Present:

Susan O'Neill	City of Livermore
Judith LaMarre	City of Livermore
Sue Tuite	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Jennifer White	City of Pleasanton
Shawn Costello	City of Dublin
Andrea Renzulli	City of Dublin – Alternate
Herb Hastings	County of Alameda
Kathryn Gilbreth	Social Services

Staff Present:

Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Mike Tobin	LAVTA
Cyrus Sheik	LAVTA
Ethan Yeung	LAVTA
Rosa Noya	CCCTA
Renato Cruz	Transdev
Maple Wesley	Transdev
Christian Sanchez	Transdev
Regina Flores	MV
Sylvia Oliva	MV
Rebecca Mitchell	MV

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Amanda Rivera

MV

Guests:

Julie Testa

LAVTA Board Chair

Michael Conneran

Hanson Bridgett

**3. Approval of Agenda and Modifications if necessary**

Approved.

Renzulli/Hastings

**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 5, 2025 meeting of the Committee**

Approved with the following corrections:

Item 5, Renzulli: "I wanted to see if we can extend the public comment period."

Item 12, Renzulli: "I heard from two seniors regarding having to wait for several buses to go by at the Las Positas bus stop because there was no space on the bus."

Costello/Tuite

Costello and Rivera-Hendrickson abstained

**6. FY26 Fare Increase Proposal**

Staff presented the FY26 fare increase update. At their December 1<sup>st</sup>, 2025 meeting LAVTA board of directors approved the fare increase, which includes Dial-A-Ride ticket price increase from \$3.75 to \$4, senior/disabled fare from \$1 to \$1.25, and the Senior/ADA Day Pass from \$1.75 to \$2. The 25-cent Dial-A-Ride ticket price increase reflects TAAC's recommendation. The fare increase will be implemented on April 1, 2026. Dial-A-Tickets will remain \$3.75 until April 1<sup>st</sup>.

Committee members were pleased that staff listened to the TAAC's feedback.

**7. FY26 Remote Meetings for Tri-Valley Accessible Advisory Committee SB 707**

Staff gave a presentation on the Senate Bill 707, which allows certain advisory bodies, such as TAAC, to hold meetings where members can participate remotely. The TAAC members were provided with "Questions and Answers About the New Law that Allows the TAAC to Meet Remotely" information sheet and there was a questions and answers session.

TAAC forwarded their recommendation to LAVTA board to approve the new remote meeting option created by Senate Bill 707 (2025) and to designate LAVTA offices as the physical meeting location.

Approved.

Tuite/Costello

**8. Pleasanton Bus Service Planning**

Staff updated the committee on the downtown Pleasanton Route 10R operational challenges due to street closures during events and a popular ice-cream shop's drive-thru cars blocking the

10R bus stop. To support LAVTA in finding a permanent solution, the agency has hired Nelson\Nygaard to assist with developing a long-term service solution. Staff presented two service options with maps for the 10R.

The next steps include a public workshop on January 13<sup>th</sup> and there is also a survey online from January 5<sup>th</sup> to January 23<sup>rd</sup>. Both of these outreach efforts will be used to inform a final decision in the spring of 2026.

**9. Dial-A-Ride Operations and Maintenance Subcontractor Update**

Staff updated the committee on the Wheels Dial-A-Ride operations subcontractor change. BigStar is being phased out, and the new subcontractor is SilverRide. SilverRide's vehicles include wheelchair accessible minivans, sedans and crossovers, and their vehicles are marked with Wheels logos on both the driver and passenger side front doors.

**10. Chair's Report**

The Chair Herb Hastings reported on several items, including Clipper 2.0 update, BART's Accessibility Committee still looking for new members, Fairgrounds bus stop, and sound testing for gates at the Concord BART station.

**11. Verbal Service Updates & Concerns**

Sue Tuite said that some of the drivers do not tie her scooter down correctly and she would like to train the drivers. Sue will be coordinating with MV Transit to attend a safety meeting.

Carmen Rivera-Hendrickson said that she has encountered problems on buses traveling with her oxygen tanks, which some people are scared of, but they are secured. She would also like to attend a safety meeting to train the drivers as well.

Shawn Costello added that drivers should be willing to work with people with disabilities and have empathy.

**12. Adjournment**

Meeting adjourned at 4:54 pm.

**S T A F F   R E P O R T**

SUBJECT: Annual Program Submittal for Alameda CTC Measure BB  
Funding for FY27

FROM: Kadri Klm, Senior Paratransit Planner

DATE: March 4, 2026

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**Background**

The Alameda County 2014 Measure BB TEP allocates 10% of net revenues for transportation for seniors and people with disabilities. Approximately 9% of net revenues from the TEP are distributed to agencies on a monthly basis as Direct Local Distribution (DLD) funding for ADA-mandated services and City-based paratransit programs. The remaining funding is distributed on a discretionary basis through the Alameda CTC’s Comprehensive Investment Plan.

Each year, agencies that receive Measure BB DLD funds for paratransit are required to submit a program plan and budget based on an estimate of annual sales tax revenue for the forthcoming fiscal year provided by Alameda CTC. The Alameda CTC’s Paratransit Advisory and Planning Committee (PAPCO) convenes a Subcommittee to review submitted program plans and provide feedback to these agencies. 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 (2026/2027) is \$919,652.

Attached is the draft LAVTA’s Annual program plan, which is due to Alameda CTC on February 27, 2026.

**Recommendation**

Information only.

Attachment:  
Draft Annual Submittal for Alameda CTC for Measure BB Funding



# FY 2026-27 Annual Paratransit Program Plan Application for Measure BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• [www.AlamedaCTC.org](http://www.AlamedaCTC.org)

The Alameda County Transportation Commission (Alameda CTC) requires recipients of Measure BB Direct Local Distribution (DLD) 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 older adults 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 2026-27 Program Plan Excel workbook contains a tab to report on FY 2024-25 performance and budget (Attachment Table A). The FY 2024-25 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 2024-25 compliance report.*
3. References:
  - a. FY 2026-27 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 13, 2026)
  - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised December 2025)
  - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

**Submit the Word and Excel files listed above electronically via email by February 27, 2026 to the Paratransit Program Team at [paratransit@alamedactc.org](mailto:paratransit@alamedactc.org).**

*Be sure to include your agency name and FY 26-27 in the file name of both the Word document and the Excel workbook (e.g., Albany\_FY26-27\_Paratransit\_Program\_Application.doc).*

If you have questions, please contact the Paratransit Program Team at [paratransit@alamedactc.org](mailto:paratransit@alamedactc.org).

## FY 2026-27 Annual Paratransit Program Plan Application Due by February 27, 2026

CONTACT INFORMATION	
Agency:	Livermore Amador Valley Transit Authority
Contact Name:	Kadri Klm
Title:	Senior Paratransit Planner
Phone Number:	925-455-7555
E-mail Address:	<a href="mailto:kkulm@lavta.org">kkulm@lavta.org</a>

**Date Submitted:** \_\_\_\_\_

### TYPES OF SERVICES PROVIDED

- 1. What type of paratransit projects and programs will be funded, fully or partially, with Measure BB Direct Local Distribution (DLD), Measure BB reserves, and/or 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 December 2025 (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 Americans with Disabilities Act (ADA).

- **Same-Day Transportation Service:** 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.

**Important Implementation Guidelines requirements:** Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.

Programs must subsidize at least 50% of the 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.

**Important Implementation Guidelines requirements:** Specialized Accessible Van programs must demonstrate that they are providing trips at an equal or lower cost to the provider than the ADA-mandated provider on a cost per trip basis, except if providing on-demand WAV.

- **Accessible Shuttle Service:** 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.

**Important Implementation Guidelines requirements:** By end of the second fiscal year of service, the City's cost per one-way trip per person cannot exceed \$50, including transportation and direct administrative costs. Shuttles are required to coordinate with the local fixed route transit provider.

- **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"). If your program is using DLD funds, but not discretionary grant funds, you may be required to submit further information.
- **Means-Based Fare Programs:** Program to subsidize any service for customers who are low-income and can demonstrate financial need.

**Important Implementation Guidelines requirements:**

Outreach/communication plans related to means-based fares must be submitted to Alameda CTC staff annually.

If program sponsors include subsidized East Bay Paratransit (EBP) tickets in this program, no more than 3% of a program sponsor's Alameda CTC distributed funding may be used for the ticket subsidy.

- **Meal Delivery:** Program to fund meal delivery to the homes of individuals who are transportation disadvantaged.

**Important Implementation Guidelines requirements:** Program sponsors may not use more than 5% of their Alameda CTC DLD Paratransit program funds expended in a given fiscal year for transportation-related meal delivery program costs.

Funding for traditional meal delivery provided by a local community-based organization must be limited to no more than \$3 per meal delivered.

Mileage reimbursement for volunteer delivery drivers must be limited to no more than \$8 per meal delivered (not to exceed Federal General Services Administration (Privately Owned Vehicle) Mileage Reimbursement Rates).

- **Capital Expenditure:** Capital purchase or other capital expenditure.

**A. Provide a short narrative description of your agency's FY 2026-27 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 has the longest span of service if all of LAVTA's routes.

LAVTA also provides a same day Para-Taxi service and participates in the regional One Seat Ride program, which are funded by a combination of ACTC Measure BB discretionary grant and LAVTA's general fund. The One-Seat Ride program enables passengers to travel within the participating agencies' (LAVTA, County Connection, WestCat, and Tri-Delta) service area without having to transfer.

LAVTA is excited to kick off the Wheels Access Mobility Management program tentatively on March 16, 2026. This program will be provided by a third-party contractor ADARide, and it will include travel navigation consultations and travel training (both funded through the ACTC discretionary grant) as well as the ADA paratransit eligibility assessments.

**B. Explain how the suite of services offered is targeted towards the older adults 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 ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through its Para-Taxi/PEX service.

The new Wheels Access Travel Navigators can address consumers' questions, provide essential information, and educate riders about the array of mobility options available to them. Recognizing that researching existing programs can be challenging, particularly in the realm of technology, our post eligibility appointments can serve as a point of introduction for individualized consultations that prioritize interpersonal

interaction, ensuring that individuals receive the personalized assistance they require.

The new Wheels Access mobility management program includes travel training for older adults and people with disabilities to help empower them to use fixed route transit. Additionally, seniors and people with disabilities can travel on fixed route for half of the fare.

**C. List the most common trip destinations for older adults 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

**D. 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.**

7.5 miles

**E. If you implemented a waitlist in FY 2025-26, please provide a narrative description and plans for FY 2026-27.**

N/A

**2. Will your agency’s program for FY 2026-27 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 20, 2026)**

**3. If proposing any service or program changes in FY 2026-27 from the current year, FY 2025-26, describe the changes and explain why they are proposed.** Describe how these changes will impact the ability of older adults and people with disabilities in your community to meet their basic life needs.

LAVTA is excited to tentatively start the Wheels Access Mobility Management program on March 16, 2026. This service will be provided by a third-party contractor, ADARide. ADARide will be providing travel navigation/consultation services and travel training (funded through the ACTC discretionary grant) as well as ADA paratransit eligibility assessments.

LAVTA is dedicated to advancing the mobility options and overall well-being of paratransit riders, including seniors and persons with disabilities, in Alameda County and the Tri Valley. The agency’s comprehensive approach extends beyond traditional paratransit services mandated by the Americans with Disabilities Act, focusing on enhancing accessibility and providing valuable resources to seniors and individuals with disabilities so they can meet their mobility needs.

- 4. Looking ahead, beyond FY 2026-27, 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 the recovery of Bay Area public transit network in post-pandemic future. The BRTF favors regional connectivity among other things.

FY27 will be the final option year for LAVTA and County Connection's joint contract with Transdev for paratransit operations. Both agencies anticipate continuing their partnership and will be working on a new RFP for the new joint paratransit contract starting in FY28. As its partnership with County Connection continues, LAVTA expects additional streamlining of services as well as policies (no-show/late cancellation policy, etc.) in the future. These potential future changes will be reviewed by the Tri-Valley Accessibility Advisory Committee (TAAC) and would be required to be approved by both agencies' boards.

#### **NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW**

- 5.** The October 2023 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 – 5G below and for each item, further explanation is requested. **If your FY 2026-27 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 2025-26 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 – traditional or mileage reimbursement – and the population(s) it serves)

E. LAVTA is excited to kick off the Wheels Access Mobility Management program on March 16, 2026 (tentative). This program will be provided by a third-party contractor ADARide and it will include travel navigation consultations and travel training (both funded through the ACTC discretionary grant).

## 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 advisory committee, including the name of the committee, and the date of the meeting.

LAVTA has a rider 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's Board of Directors approves any policy changes.

User feedback is also sought through our Customer Service database system as well as biannual 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 Dial-A-Ride Customer Satisfaction Survey is currently underway and will be completed in March, 2026.

Below is the summary table from the previous survey.

## Comparisons of Mean Ratings



	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2019</u>	<u>2023 v 2022</u>	<u>2023 v 2021</u>
Overall experience	3.93	4.02	3.74	3.61	-0.09	0.19
Overall high level of satisfaction with pickup experience	4.09	3.85	3.90	3.73	0.24	0.19
Overall high level of satisfaction with ride experience	4.17	3.85	4.14	4.00	0.32	0.03
Overall high level of satisfaction with drop off experience	4.25	3.84	4.12	3.96	0.41	0.13
My wheelchair/scooter was safely secured	4.48	NA	NA	NA	NA	NA
Driver courteous and helpful	4.26	4.19	4.21	4.15	0.07	0.05
Driver operated vehicle safely/followed traffic laws	4.24	4.03	4.28	4.17	0.21	-0.04
Driver dressed appropriately/clean	4.24	3.97	4.27	4.15	0.27	-0.03
Person on phone able to arrange request for transportation	4.20	4.09	4.17	3.82	0.11	0.03
Vehicle/shuttle was clean	4.19	4.25	4.21	4.07	-0.06	-0.02
Driver dropped me off on time/in correct place	4.17	4.00	4.05	3.92	0.17	0.12
No problems with phone menu	4.16	3.77	4.11	3.98	0.39	0.05
Vehicle/shuttle was in working order	4.14	3.95	4.14	4.03	0.19	0.00
Driver offered me help during drop off	4.13	3.85	4.14	4.02	0.28	-0.01
Driver arrived correct address/pickup spot	4.13	4.19	4.12	4.01	-0.06	0.01
Easy to make arrangements for transportation on phone	4.10	3.90	4.06	3.82	0.20	0.04
Person on phone knowledgeable	4.01	4.21	4.08	3.82	-0.20	-0.07
Driver on time	3.74	3.95	3.62	3.53	-0.21	0.12

Given methodological differences between 2022 and other years, QMR is showing both the differences between 2023 and 2022 along with 2023 and 2021.

**A. Describe how the outreach addressed equity and inclusion.** (e.g. translations/interpretation, culturally significant locations, select stakeholders, etc.)

LAVTA materials, including the aforementioned survey, are available in multiple languages.

**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.**

The previous customer satisfaction survey indicated that many customers were not familiar with all of the programs and tools available to them, such as One Seat Ride, Para-Taxi and PEX card, and My Transit Manager phone app. Since then, LAVTA applied for and was awarded ACTC discretionary grant for Wheels Access Mobility Management program, which includes Travel Navigator program. Travel Navigators help patrons to get more familiar with services such as One Seat Ride, Para-Taxi and PEX card, and My Transit Manager phone app.

**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 schedule, 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.

**INFORMATION****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. Under the Wheels Access mobility management umbrella, tentatively starting on March 16, 2026, Wheels will also be providing travel navigation consultations as well as travel training on fixed route. LAVTA is planning on conducting monthly outreach events at the Tr-Valley senior centers and in other locations in the community starting March, 2026.

## ELIGIBILITY AND ENROLLMENT

### 12. What are your requirements for eligibility? (e.g., age, residency, income, ADA-certification status, or other verification of disability).

ADA-certification status is needed for using Dial-A-Ride. The primary eligibility criterion is being unable to utilize the fixed route bus system independently at least some of the time 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.

As part of the upcoming Wheels Access program, LAVTA hired a third-party contractor ADARide to conduct ADA paratransit eligibility assessments. ADARide's eligibility assessment process includes on-line or paper applications along with the applicant's Medical Care Professional verification. 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.

## 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.

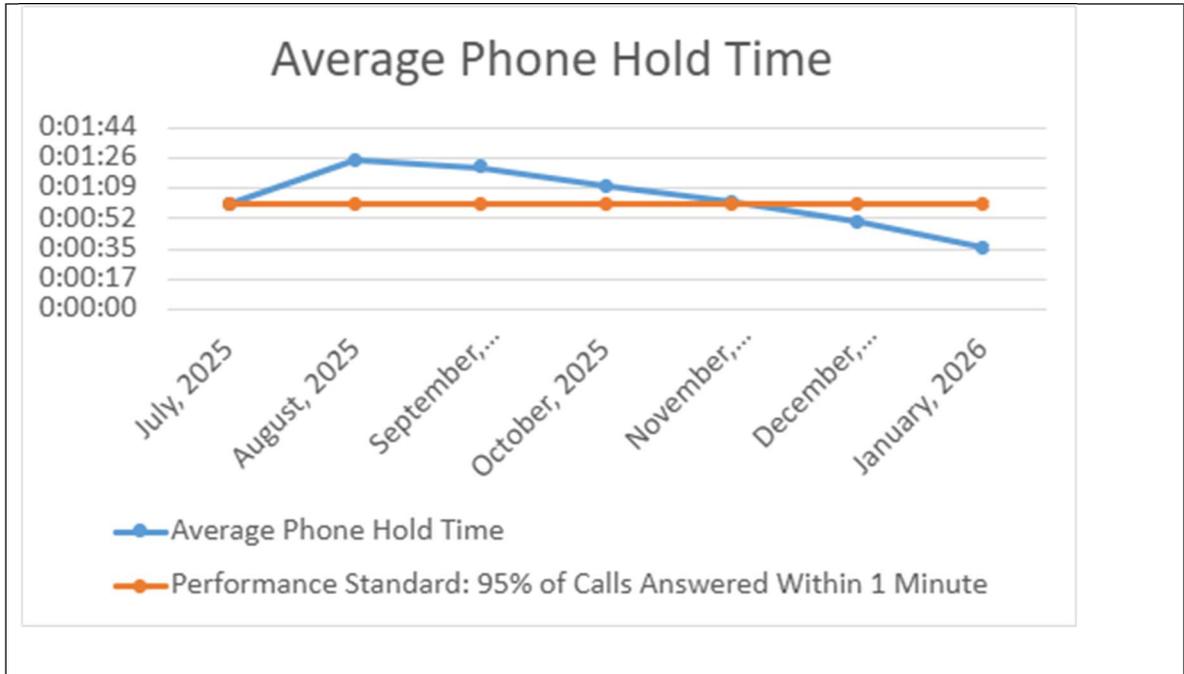
The customers can either call the customer service phone line at 925-455-7500 or enter their complaint or commendation via the online form on [www.wheelsbus.com](http://www.wheelsbus.com). When customers file a complaint or commendation, the complaint/commendation and all information are entered into 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 complaints and, if requested, get back to the customer with the result. Complaints are tallied and reported to the Board on a monthly basis.

**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.)*

LAVTA has contractual performance metrics, which states that all calls to the Dial-A-Ride call center need to be picked up within one minute 95% of the time, but this performance metric was not met.

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

After an investigation it was determined that the long call wait times were mostly due to "Where is My Ride?" calls going to Dispatch. The contractor began redirecting LAVTA's "Where is My Ride?" calls from Dispatch to Reservationist/Scheduling on 11/7/25 and the call pick-up times have improved since significantly:



**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.

<b>Registrants at beginning of FY 2024-25</b>	900
<b>Registrants at end of FY 2024-25</b>	882
<b>Current Registrants for FY 2025-26</b>	877
<b>Current number of applicants on a waitlist for FY 2025-26</b>	N/A
<b>Projected Registrants for FY 2026-27</b>	900

**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 Wheels Dial-A-Ride the ridership has declined during the current fiscal year (partially due to increase in Para-Taxi PEX debit card ridership), LAVTA is anticipating an increase in ridership in FY27.

**16. What are the current program registrant demographics for FY 2025-26, if available? Fill in the boxes below.**

<b>Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)</b>	
American Indian or Alaska Native	3
Asian	58
Black or African American	18
Hispanic or Latino	27
Native Hawaiian or Other Pacific Islander	2
White	168
Other	7
<b>Disability (include all that apply, individuals may be listed in multiple categories)</b>	
Mobility/Physical	677 (all Mobility category combined. Including SCI and TBI)
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	101
Hearing	26
Cognitive/Learning	244 (all Cognitive category combined, including Learning and Psychological)
Psychological	
Invisible	
<b>Household Income</b>	
< \$35,500	40
\$35,501-\$59,200	42
\$59,201-\$74,000	16
\$74,001-\$89,750	8

Alameda CTC Annual Paratransit Program Plan Application  
Application Period: July 1, 2026 - June 30, 2027

> \$89,750	30
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**A. Based on the current program demographics, describe any demographic trends you foresee for FY 2026-27.**

We expect it to be about the same.

**17. Do you expect the total number of one-way trips provided by your program in FY 2026-27 to increase, decrease or stay the same compared to the current year, FY 2025-26? Why?**

Since Wheels Dial-A-Ride the ridership has declined over the current fiscal year (partially due to increase in Para-Taxi ridership), LAVTA is anticipating an increase in ridership in FY27.

**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.

<b>Number of trips provided to consumers who require an accessible vehicle in FY 2024-25</b>	8,324
<b>Number of trips provided to consumers who require an accessible vehicle in FY 2025-26 as of Dec. 31, 2024</b>	3,591
<b>Number of trips projected to consumers who require an accessible vehicle in FY 2026-27</b>	8,324

**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 2024-25, or to date in FY 2025-26.** 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 and is updated on an annual basis.

**FINANCES: PROGRAM REVENUE AND COST**

**23. Detail your FY 2026-27 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 BB discretionary grant, segregate the grant funding by entering it in the “Other Measure 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, plus Paratransit printing, brochures, applications etc.

**PROGRAM FUNDING RESERVES**

**25. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2026-27, as shown in Attachment Table C, please explain in detail how you plan to expend these funds and when?**

LAVTA will not have a remaining balance.

**MISCELLANEOUS**

**26. Use this space to provide any additional notes or clarifications about your program plan.**









DRAFT							



DRAFT	

STAFF REPORT

SUBJECT: Wheels Access Update

FROM: Kadri Klm, Senior Paratransit Planner

DATE: March 4, 2026

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**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.

STAFF REPORT

SUBJECT: TAAC Recruitment for Terms Starting  
July 1, 2026

FROM: Kadri Klm, Senior Paratransit Planner

DATE: March 4, 2026

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**Background**

On June 30<sup>th</sup> 2026, terms will expire for eight current TAAC representatives and alternates:

- Shawn Costello – Dublin Representative
- Andrea Renzulli – Dublin Alternate
- Judith LaMarre – Livermore Representative
- Trish Ward – Livermore Alternate
- Carmen Rivera-Hendrickson – Pleasanton Representative
- Jeffrey Jacobsen– Alternate
- Herb Hastings – Alameda County Representative
- Amy Mauldin – Social Services Representative

The TAAC bylaws Section 3.3 Term of Appointment of Committee Members state:

‘The term of appointment of each committee member and alternate shall generally be for a period of two (2) fiscal years, unless a one (1) year term is necessary to ensure continuity of membership and avoid all appointments expiring at the same time. The term of appointment of the LAVTA’s PAPCO representative shall match the PAPCO’s membership term. Each member shall serve for a maximum of four (4) consecutive terms (i.e. eight (8) consecutive fiscal years). A member may continue to serve for

additional consecutive terms beyond the maximum of four (4) consecutive terms (i.e. eight (8) consecutive fiscal years) if no other qualified applicants apply for the open position and the member is willing to serve. The member will be appointed as an Alternate unless there is an opening for a full voting member in their jurisdiction on the committee. The term shall be for one year.’

## **Discussion**

Due to the current term expirations and vacancies, the TAAC will have the following positions available for terms starting on July 1, 2026:

### Dublin

- 1 member
- 1 alternate

### Livermore

- 1 member
- 1 alternate

### Pleasanton

- 1 member
- 1 alternate

### Alameda County

- 1 member
- 1 alternate

### Social Services

- 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 27, 2026.** 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 2026 meeting.

## **Action Requested**

Information only.

### Attachments:

1. TAAC Term Expirations
2. TAAC Application

Tri-Valley Accessible Advisory Committee (TAAC)  
 Membership Directory for FY 2026  
*As of June 2, 2025*

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Sue Tuite	2 years	July 2025	June 2027
Shawn Costello	2 years	July 2024	June 2026
Andrea Renzulli (Alternate)	1 year	July 2025	June 2026

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Judith LaMarre	2 years	July 2024	June 2026
Susan O'Neill	2 years	July 2025	June 2027
Trish Ward (Alternate)	1 year	July 2025	June 2026

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Jennifer White	2 years	July 2025	June 2027
Carmen Rivera-Hendrickson	2 years	July 2024	June 2026
Jeffrey Jacobsen (Alternate)	1 year	July 2025	June 2026

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2024	June 2026
VACANT (Alternate)			

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Amy Mauldin	2 years	July 2024	June 2026
Janeen Rubino-Brumm	2 years	July 2025	June 2027
Kathryn Gilbreth	2 years	July 2025	June 2027
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 sixty (60) 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 \_\_\_\_\_

