

MINUTES OF THE APRIL 6, 2026
LAVTA BOARD OF DIRECTORS MEETING

1. Call to Order and Pledge of Allegiance

Chair Testa called the meeting to order at 4:00 p.m.

2. Roll Call of Members

Member(s) Present:

Julie Testa – Chair, City of Pleasanton

David Haubert – Vice Chair, County of Alameda (remote)

Evan Branning – City of Livermore

Craig Eicher – City of Pleasanton

Kristie Wang – City of Livermore

Michael McCorriston – City of Dublin

Jean Josey – City of Dublin (remote)

Director Josey participated remotely under the just-cause provisions of the Brown Act as she was caring for a sick relative.

3. Meeting Open to Public

No public comments were received.

4. Paratransit Ad Hoc Committee Report Out: March 16, 2026, Meeting

Director Branning reported the current contract extension year has been awarded. Staff are preparing for the next Request for Proposals (RFP), anticipated to be released in late fall 2026, with responses expected by midwinter and Board action in early 2027. Discussion also included aligning key performance indicators with County Connection and reviewing vehicle branding to reduce customer confusion.

No public comments were received.

5. Minutes of the March 4, 2026, Tri-Valley Accessible Advisory Committee Meeting

The Board received the committee minutes. Jennifer Thomas, from the Tri Valley Accessible Advisory Committee was available to answer any questions. No questions or comments were raised.

No public comments were received.

6. Consent Agenda A – H

A. Minutes of the March 2, 2026, Board of Directors meeting.

B. Treasurer's Report for February 2026

C. Alameda County Transportation Commission Measure BB / Vehicle Registration Fee Ten-Year Master Programs Funding Agreement

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- D. Approval of Resolutions Authorizing Staff to Apply for TDA, STA, RM2 and RM3 funds for Fiscal Year 2026-2027
- E. Resolution in Support of Allocation Requests for Fiscal Year 2025-26 Funding through the State Low Carbon Transit Operations Program (LCTOP)
- F. LAVTA Annual Salary Band Review Director Josey who expressed appreciation for the modifications to the Legislative Platform
- G. Resolution of the Board of Directors Appreciating the Services of Cyrus Sheik (*Pulled from Consent Agenda*)
- H. Approval of Route 74: Shuttle to the City of Livermore's Fourth of July Celebration

Board members commented positively on Mr. Sheik's work and contributions to LAVTA over the past 25 years.

Agenda Item A – F and H

Motion/Second: Eicher / Branning

Aye: Testa, Haubert, Branning, Eicher, Josey, McCorriston, Wang

No: None

Abstain: None

Motion approved.

Agenda Item G

Motion/Second: Branning / Eicher

Aye: Testa, Haubert, Branning, Eicher, Josey, McCorriston, Wang

No: None

Abstain: None

Motion approved.

No public comments were received.

7. Modifications to Go Tri-Valley

(Director Haubert departed at 5:02 p.m.)

Staff presented proposed modifications to the Go Tri-Valley program. The Board approved continuing the program with the current subsidy levels and trip cap, limiting service hours to 9:00 p.m. to 6:00 a.m., and directing staff to monitor the program. The motion included direction for staff to return within one year with a review and recommendations regarding program modification or phase-out. Board members also expressed an interest. Implementation of the changes is anticipated to begin May 1, 2026.

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Motion/Second: Testa / Branning

Aye: Testa, Branning, Eicher, Josey, McCorriston, Wang

No: None

Abstain: None

Absent: Haubert

Motion approved.

No public comments were received.

8. Executive Director's Report

(Director Josey departed at 5:30 p.m.)

Executive Director Wegener provided updates on ridership, Clipper transition activities, operational performance, customer service, and recruitment for the Tri-Valley Accessible Advisory Committee. Board members commented positively on staff performance and recent safety improvements.

9. Matters Initiated by Board Members

No matters were initiated.

10. Next Meeting is Scheduled for:

May 4, 2026

11. Adjournment

Meeting was adjourned at 5:42 p.m.

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Treasurer's Report for March 2026
FROM: Tamara Edwards, Director of Finance
DATE: May 4, 2026

Action Requested

Approve the LAVTA Treasurer's Report for March 2026.

Cash accounts:

Our petty cash account (101) has a balance of \$200, and our ticket sales change account (102) continues with a balance of \$240 (these two accounts should not change).

General checking account activity (105):

Beginning balance March 1, 2026	\$2,466,446.44
Payments made	\$2,092,885.11
Deposits made	\$1,475,498.62
Ending balance March 31, 2026	\$1,849,059.95

Farebox account activity (106):

Beginning balance March 1, 2026	\$129,503.57
Deposits made	\$147,583.67
Ending balance March 31, 2026	\$277,086.67

LAIF investment account activity (135):

Beginning balance March 1, 2026	\$28,197,661.84
Ending balance March 31, 2026	\$28,197,661.84

Operating Expenditures and Revenues Summary:

As this is the ninth month of the fiscal year, in order to stay on target for the budget this year expenses (at least the ones that occur on a monthly basis) should not be higher than 75%. The agency is at 68% overall.

Operating Revenues Summary:

While expenses are at 68%, revenues are at 79% providing for a healthy cash flow.

Contracts Executed in March by the Executive Director between \$50,000 and \$100,000.

None

Recommendation

The Finance and Administration Committee recommends that the Board of Directors approve the March 2026 Treasurer's Report.

Strategic Plan Goal

Organizational and Financial Management: Deliver a "satisfactory" audit report every year.

Attachments:

1. March 2026 Treasurer's Report

**LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY
BALANCE SHEET
FOR THE PERIOD ENDING:
March 31, 2026**

Current Assets:

101 PETTY CASH	200
102 TICKET SALES CHANGE	240
105 CASH - GENERAL CHECKING	1,849,059
106 CASH - FIXED ROUTE ACCOUNT	277,086
107 Clipper Cash	734,285
109 BOC	46
120 ACCOUNTS RECEIVABLE	117,662
135 INVESTMENTS - LAIF	28,169,302
13599 INVESTMENTS - LAIF Mark to Market	28,360
150 PREPAID EXPENSES	168,422

Noncurrent Assets:

14001 Due From Rail	2,930,530
160 OPEB ASSET	67,698
165 DEFFERED OUTFLOW-Pension Related	567,050
166 DEFFERED OUTFLOW-OPEB	656,498
170 INVESTMENTS HELD AT CALTIP	0
175 CEPPT RESTRICTED INVESTMENTS	442,623
111 NET PROPERTY COSTS	53,143,153

TOTAL ASSETS**89,152,215****Current Liabilities:**

205 ACCOUNTS PAYABLE	381,565
211 PRE-PAID REVENUE	2,028,309
21101 Clipper to be distributed	1,321,173
22000 FEDERAL INCOME TAXES PAYABLE	0
22010 STATE INCOME TAX	38
22020 FICA MEDICARE	(47)
22050 PERS HEALTH PAYABLE	0
22040 PERS RETIREMENT PAYABLE	(98)
22030 SDI TAXES PAYABLE	0
22070 AMERICAN FIDELITY INSURANCE PAYABLE	(3,045)
22090 WORKERS' COMPENSATION PAYABLE	152,117
22100 PERS-457	0
22110 Direct Deposit Clearing	0

Noncurrent Liabilities:

22120 Compensated absenses	135,743
23101 Net Pension Liability	1,325,703
23105 Deferred Inflow- OPEB Related	285,799
23104 Deferred Inflow- Pension Related	172,348
23103 INSURANCE CLAIMS PAYABLE	5,004
23102 UNEMPLOYMENT RESERVE	7,839

TOTAL LIABILITIES**5,812,447****FUND BALANCE:**

301 FUND RESERVE	60,465,256
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304 GRANTS, DONATIONS, PAID-IN CAPITAL	32,140,057	
30401 SALE OF BUSES & EQUIPMENT	86,871	
FUND BALANCE	(9,352,416)	
TOTAL FUND BALANCE		83,339,768
TOTAL LIABILITIES & FUND BALANCE		89,152,215

(\$ Thousands)	FY 2026												Budget	YTD % of Budget
	Actual Jul-25	Actual Aug-25	Actual Sep-25	Actual Oct-25	Actual Nov-25	Actual Dec-25	Actual Jan-26	Actual Feb-26	Actual Mar-26	Budget Apr-26	Budget May-26	Budget Jun-26		
Operating Revenue														
Passenger Fares	33	62	45	65	247	199	162	45	308	425	425	425	2,442	48%
Other Income	442	4	15,219	798	247	247	1,913	307	860	1,442	1,442	1,442	24,363	82%
Total Operating Revenue	475	66	15,264	863	494	446	2,076	353	1,168	1,867	1,867	1,867	26,805	79%
Operating Expenses														
Labor	161	163	164	241	158	155	158	168	183	195	195	195	2,137	73%
Fringe Benefits	225	71	65	87	66	78	173	279	241	66	66	66	1,485	87%
Services	173	276	140	169	168	162	219	116	88	284	284	284	2,360	64%
Purchased Transportation	1,212	1,251	1,248	1,319	1,307	1,253	1,538	1,352	1,289	1,849	1,849	1,849	17,318	68%
Fuel and Supplies	52	128	98	54	127	105	73	104	123	239	239	239	1,582	55%
Utilities	50	33	33	34	33	40	30	33	46	63	63	63	520	64%
Insurance	777	-4	-17	0	0	-8	3	14	-2	39	39	39	880	87%
Taxes	5	12	10	8	12	10	9	9	13	9	9	9	114	77%
Advertising	0	2	2	3	2	1	19	2	1	33	33	33	130	24%
Misc.	28	2	14	8	6	13	50	10	21	42	42	42	279	55%
Total Operating Expenses	2,685	1,933	1,757	1,923	1,877	1,810	2,274	2,087	2,003	2,819	2,819	2,819	26,805	68%
Expenditures														
Fund Balance - Operating Net	-2,210	-1,867	13,507	-1,060	-1,383	-1,364	-198	-1,735	-835	-952	-952	-952	0	
Fund Balance - Capital*	0	-2	-99	-142	-206	-86	-31	-176	355	129	0	0	0	
Fund Balance - Operating and Capital	-2,210	-1,869	13,408	-1,202	-1,589	-1,449	-229	-1,911	-480	-823	-952	-952	0	
Reserves (Cash and Investments)														
Unrestricted	\$28,548,382													
Restricted														
Total Reserves	28,548	0	0	0	0	0	0	0	0	0	0	0	0	

* Capital only shows actual expenses

(\$ Thousands)

	FY 2023	FY 2024	FY 2025												Total	Budget	YTD %
	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual			
			24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan	25-Feb	25-Mar	25-Apr	25-May	25-Jun			
Operating Revenue																	
Passenger Fares	2,141	2,242	206	82	112	80	206	167	163	203	69	224	211	490	2,213	2,600	85%
Other Income	17,334	19,092	205	15	547	350	14,001	530	2,028	348	251	110	322	-232	18,476	22,497	82%
Total Operating Revenue	19,475	21,335	411	97	659	430	14,207	696	2,190	551	320	2,211	534	258	22,567	25,097	
Operating Expenses																	
Labor	1,589	1,788	148	153	152	152	231	153	153	154	151	155	234	188	2,024	2,244	90%
Fringe Benefits	1,088	1,279	203	67	62	58	63	75	21	120	645	75	84	-265	1,208	1,657	73%
Services	2,183	1,887	370	156	74	87	219	232	181	94	185	172	147	268	2,186	2,754	79%
Purchased Transportation	12,063	13,556	958	1,038	1,316	1,088	1,028	1,017	1,073	1,447	1,200	1,189	1,196	1,609	14,203	14,751	96%
Fuel and Supplies	1,314	1,337	28	154	72	100	27	149	69	118	110	70	96	158	1,151	1,948	59%
Utilities	375	464	46	32	34	33	39	35	43	31	36	40	31	68	467	521	90%
Insurance	558	731	734	-1	-6	0	1	-1	0	0	-5	2	-4	137	857	649	132%
Taxes	104	133	2	14	7	12	2	15	9	9	10	13	9	17	120	112	107%
Advertising	36	83	0	8	5	1	2	1	14	1	0	5	0	13	50	174	29%
Misc.	167	77	52	35	21	29	46	19	49	-62	23	7	20	61	299	288	104%
Total Operating Expenses	19,475	21,335	2,541	1,656	1,738	1,561	1,657	1,695	1,612	1,912	2,355	1,728	1,814	2,255	22,524	25,097	90%
Excess Revenue Over (Under) Expenses																	
Capital Expenditures																	
Fund Balance - Operating	0	0	-2,129	-1,559	-1,079	-1,130	12,550	-999	579	-1,361	-2,035	484	-1,280	-1,996	0	0	
Fund Balance - Capital	0	0	0	-4	-10	-7	-27	-100	-296	-172	-331	-36	-450	-3,170	0	0	
Fund Balance - Operating and Capital	0	0	-2,129	-1,563	-1,089	-1,138	12,522	-1,099	282	-1,533	-2,366	447	-1,730	-5,166	0	0	
Reserves (Cash and Investments)																	
Unrestricted	26478138	21418976															
Restricted	204032	322062															
Total Reserves	26,682,170	21,741,038	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

STAFF REPORT

SUBJECT: FY2026 Wheels Dial-A-Ride Customer Satisfaction Survey Results

FROM: Kadri Klm, Senior Paratransit Planner

DATE: May 4, 2026

Action Requested

The Projects and Services committee recommends that the Board approve the FY2026 Wheels Dial-A-Ride Customer Satisfaction Survey results.

Background

LAVTA historically conducts Dial-A-Ride (paratransit) customer surveys to gauge rider satisfaction with the service, particularly as a means of tracking and benchmarking opinions and perception of the service over the years. The previous survey was conducted two years ago in FY2024.

Methodology

This year's survey was conducted in early 2026 using a similar methodology as in prior years, utilizing both telephone and online survey instruments. To better understand current or more recent trends, only those who had utilized LAVTA's paratransit service (or their caregivers) in the previous 12 months were contacted.

The survey was administered by a third-party vendor Quantum Marker Research (QMR), and a total of 205 Dial-A-Ride surveys were completed, which included 173 phone surveys and 32 online surveys. The sample provided by LAVTA included a total of 348 individuals, including 53 residing in nursing homes. The customer satisfaction survey has been conducted since FY15. In the previous FY24 survey, the sample provided by LAVTA included 962 individuals (all ADA paratransit eligible individuals), of whom 248 were unique riders having ridden during FY24. A total of 272 surveys were collected in FY2024, with 79% of respondents reporting that they had used the service within the past 12 months.

The surveyors asked passengers to rate Dial-A-Ride service on a 1-to-5 scale (5 being highest and 1 being lowest) on a variety of topics, including the reservation process, pick-up experience, ride experience, drop-off experience, and their overall satisfaction with the service. They were also given the opportunity to provide open-ended comments.

Discussion

Unfortunately, this year’s survey showed decreasing scores across every question from FY2024. The table below shows the comparison of mean ratings over the years, with the largest drops in:

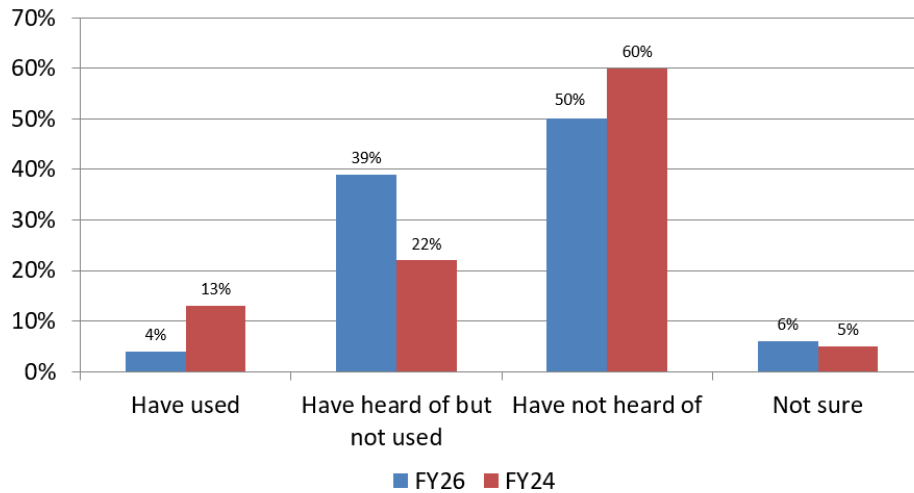
	<u>FY26</u>	<u>FY24</u>	<u>FY23</u>	<u>FY22</u>	<u>FY26</u> <u>FY24</u>	<u>v FY26</u> <u>FY23</u>	<u>v</u>
Overall experience	3.52	3.93	4.02	3.74	-0.41	-0.50	
Overall high level of satisfaction with pickup experience	3.49	4.09	3.85	3.90	-0.60	-0.36	
Overall high level of satisfaction with ride experience	3.79	4.17	3.85	4.14	-0.38	-0.06	
Overall high level of satisfaction with drop off experience	3.84	4.25	3.84	4.12	-0.41	0.00	
Driver dressed appropriately/clean	4.17	4.24	3.97	4.27	-0.07	0.20	
Driver courteous and helpful	4.14	4.26	4.19	4.21	-0.12	-0.05	
Driver offered me help during drop off	4.13	4.13	3.85	4.14	0.00	0.28	
Driver operated vehicle safely/followed traffic laws	4.12	4.24	4.03	4.28	-0.12	0.09	
Vehicle/shuttle was clean	4.07	4.19	4.25	4.21	-0.12	-0.18	
My wheelchair/scooter was safely secured	4.04	4.48	NA	NA	-0.44	NA	
Important that vehicle has Wheels Dial-A-Ride logo	4.01	NA	NA	NA	NA	NA	
No problems with phone menu	3.98	4.16	3.77	4.11	-0.18	0.21	
Driver arrived at the correct address/pickup spot	3.93	4.13	4.19	4.12	-0.20	-0.26	
Vehicle/shuttle was modern and in working order	3.91	4.14	3.95	4.14	-0.23	-0.04	
Hold times were not an issue	3.89	3.98	3.18	3.90	-0.09	0.71	
Person on phone knowledgeable	3.85	4.01	4.21	4.08	-0.16	-0.36	
Easy to make arrangements for transportation on phone	3.72	4.10	3.90	4.06	-0.38	-0.18	
Driver dropped me off on time/in correct place	3.63	4.17	4.00	4.05	-0.54	-0.37	
Driver on time	2.88	3.74	3.95	3.62	-0.86	-1.07	

The mean rating for the driver arriving on time showed the steepest decline, falling from 3.74 on the 5-point scale to 2.88, or -.86. Given that rating, it is no surprise that the overall level of satisfaction with the pickup experience showed the second largest decline, down from 2023’s 4.09 to 3.49 this year, a drop of .60. The other significant drop was seen in the driver dropping the rider off on time and in the correct place (-.54). While not statistically significant, other large declines were seen in ratings for the wheelchair or scooter being safely secured (-.44), the overall experience (-.41), overall level of satisfaction (-.41), overall level of satisfaction with the ride experience (-.38), and ease of making arrangements on the phone (-.38).

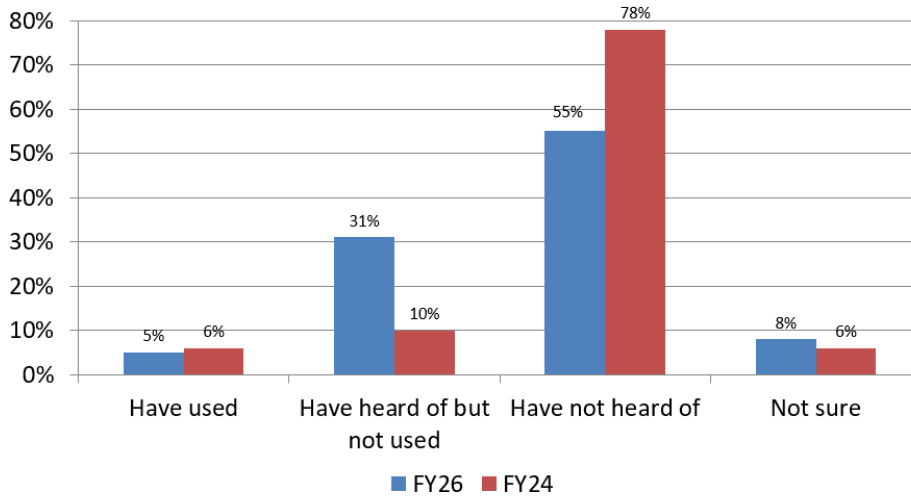
The survey also asked about familiarity with Para-Taxi and One Seat Ride programs as well as the My Transit Manager phone app. The familiarity with all three has increased significantly in FY2026 when compared to FY2024 as the following charts illustrate:



Familiarity with Para-Taxi Program

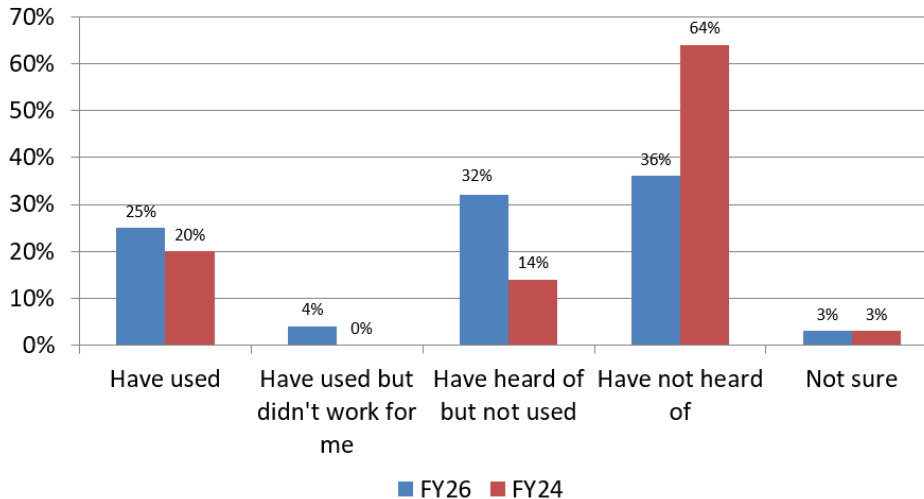


Familiarity with One Seat Ride Program





Familiarity with My Transit App



Note: "Have used but did not work for me" added in FY26

In terms of usage, the My Transit App has the highest adoption rate; however, only one-quarter (25%) of riders' report having used it. Only 4% of riders report on using Para-Taxi, down from 13% in 2023, but it's important to note that there are Para-Taxi users who were excluded from this study due to not having used Wheels Dial-A-Ride in the past 12 months. While Dial-A-Ride ridership decreased by about 11% compared to a year earlier, Para-Taxi ridership has about doubled during the same timeframe (going from 2,312 trips between 3/24 to 2/25 to 4,781 trips between 3/25 to 2/26).

This year, a new question was added relating to receiving one-on-one travel training on Wheels fixed route. Fifteen percent of the respondents were interested in it while three-quarters were unsure. Both demographic categories – race and income – showed significant changes compared to 2023 (when the questions were first posed). The percentage of white riders has decreased (-15 percentage points). In terms of income, there was a significant increase of 12 percentage points in the number of those at the lowest income level (less than \$29,750). This year, more riders were willing to provide their income level as opposed to in 2023.

The survey also included an open-ended question about how Dial-A-Ride service could be improved. Those who gave a general rating of neutral to high were asked, "Please provide Wheels Management with your thoughts on how our service can be even better." Those who gave a low rating were asked, "Please provide Wheels Management with your thoughts on how we may improve our service." The data from the open-ended questions was analyzed and compiled into the following table:

Coded Responses to Verbatim Suggestions on Ways to Improve Dial-a-Ride Service

	Satisfied	Dissatisfied	Total	%
Timeliness	141	46	187	40.6%
Need better routes/GPS makes trip longer	22	10	32	6.9%
Driver leaves them outside the dialysis place unattended	30	1	31	6.7%
General process issues: problem with scheduling/payment/management*	20	10	30	6.5%
Drivers should be compassionate/respectful/courteous. Need more help for people with disabilities/accommodate handicapped or special wheelchairs or scooters/Better accommodations for the blind and hear impaired	17	7	24	5.2%
Rudeness/harassment/don't say hello/Dispatcher rude & unprofessional	16	5	21	4.6%
Dispatcher lack of competence (eg. Don't know distances, Sent wrong kind of vehicle, Sent drivers to wrong place	13	3	16	3.5%
No comments	15		15	3.3%
General process positive: scheduling/payment/service. It's good./Love the driver!/Love the app	11	3	14	3.0%
Need more drivers/better vehicles/Need modern vans/vehicles too small/Vehicle quality varies	11	3	14	3.0%
Safety issues and concerns*	4	7	11	2.4%
Safety issues: Driver high or smells of weed/vaping/Afraid of Driver/Left stranded	9	1	10	2.2%
Need logo	9		9	2.0%
Driver lack of personal hygiene or smells bad/not dressed professionally/need ID or uniform/should wear a mask	6	2	8	1.7%
Need same day appointments/one-week appointment too long /2 days/Need more flexibility with pickups (sometimes I work late)	8		8	1.7%
App issues/Need help to set it up/has glitches/App can't book NEW times	7		7	1.5%
Disconnect/miscommunication between dispatcher and drivers	4	3	7	1.5%
Quit Wheels/Not using as much because of service performance		7	7	1.5%
Personal car issues (can't accommodate wheelchairs/walkers), Car condition	4		4	0.9%
Too expensive/Price increase concern	2	1	3	0.7%
Flexibility in scheduling/They don't have availability when I need it & have to schedule earlier than I need	1	1	2	0.4%
Customer service slowly/ never returns calls/emails	1		1	0.2%
Grand Total	351	110	461	

In 2021, 26% cited timeliness as needing improvement, compared to 34% in 2023. This year, 41% identify timeliness as an area needing improvement. Notably, there is almost no difference between positive and negative raters: scheduling issues are cited by 42% of negative raters versus 40% of positive raters.

Next Steps

The survey results are concerning, and since receiving the result staff have been taking proactive measures to improve the service and address customer complaint trends. LAVTA staff have brought the survey results to the contractor's (Transdev) and County Connection staff's attention, and we will be monitoring and following up on any new customer service

complaints closely, as well as following up with a number of complaints each month moving forward.

Staff also intend to add Liquidated Damages (LDs) for KPI's, such as OTP and customer complaints, into the next paratransit operations and maintenance contract; the procurement for the next joint paratransit contract is slated to begin this fall.

Finally, LAVTA plans to conduct the next customer satisfaction survey again before the end of 2026.

Recommendation

The Projects and Services committee recommends the Board approve the FY2026 Wheels Dial-A-Ride Customer Satisfaction Survey results.

Strategic Plan Goal

Operational Effectiveness: Streamline LAVTA's operational effectiveness through the application of innovative technology and proven best practices in public transit operations.

Attachments:

1. Summary of Findings presentation



Livermore Area Valley Transportation Authority (LAVTA)
Ridership Satisfaction
Phone and Online Survey

Summary of Findings

Prepared March 2026

Quantum Market Research



Background

- Overall goal of the study is to gauge rider satisfaction with LAVTA's Wheels Dial-a-Ride service, particularly as a means of tracking opinions over the years.
- Survey has been conducted in English over the telephone since 2015.
- Since 2017, interviewing includes online surveys and Spanish-language interviewing, in addition to English-language surveys.
- QMR has conducted every survey since 2017, with the exception of 2022.
- Respondents were users or caregivers of users of Wheels Dial-a-Ride service in the previous 12 months.

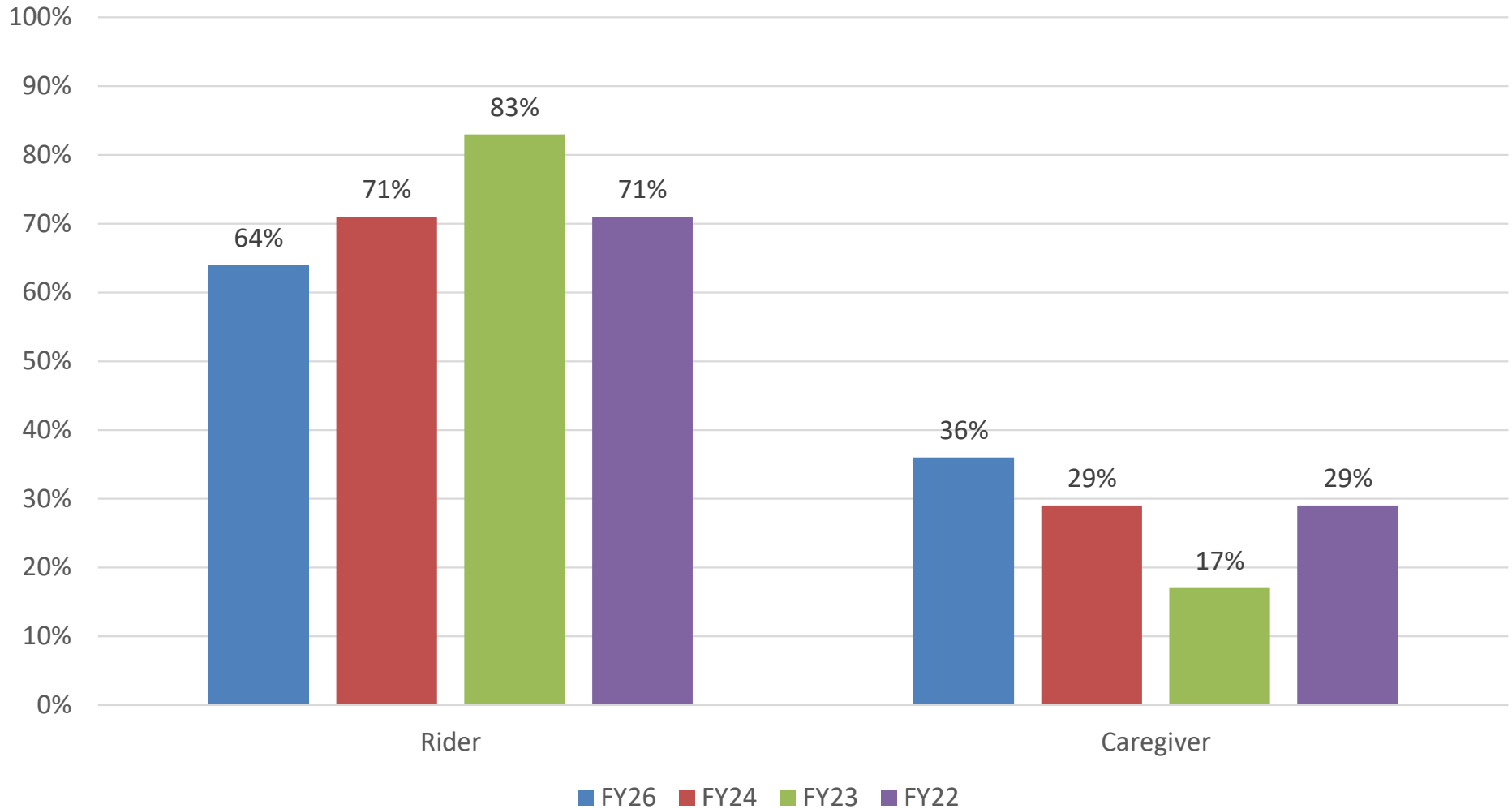


Methodology

- This year, 205 surveys were conducted, with 173 surveys completed on the phone and 32 completed online.
- As has been the case each year, nearly everyone completed the survey in English, with just 3 opting to complete in Spanish.
- It should be noted that, unlike in previous years, only riders who used the service in the previous year were eligible to complete the survey. QMR cautions the reader to keep that in mind when viewing comparisons to previous years. In the past, all eligible riders were included in the sample, even those who had not used the service in the previous 12 months. In 2023, the last time the study was conducted, while nearly 8 in 10 (79%) had used the service in the previous 12 months, the remaining 21% had not
- The margin of error is $\pm 4.5\%$ at the 95% confidence level.
- The sample provided by LAVTA included a total of 348 individuals, including 53 residing in nursing homes.
- Postcards were sent to all riders in individual residences inviting them to complete the survey online or over the phone. Non-respondents with a valid email address also received an email invitation to participate.
- Two staff members at nursing homes each received an honorarium of \$100 for completing the survey for multiple residents
- As the data collection period neared to a close, \$15 incentives were offered to individuals to complete the survey. 35 riders received that incentive.
- A raffle of four prizes of \$50 was offered to all respondents.

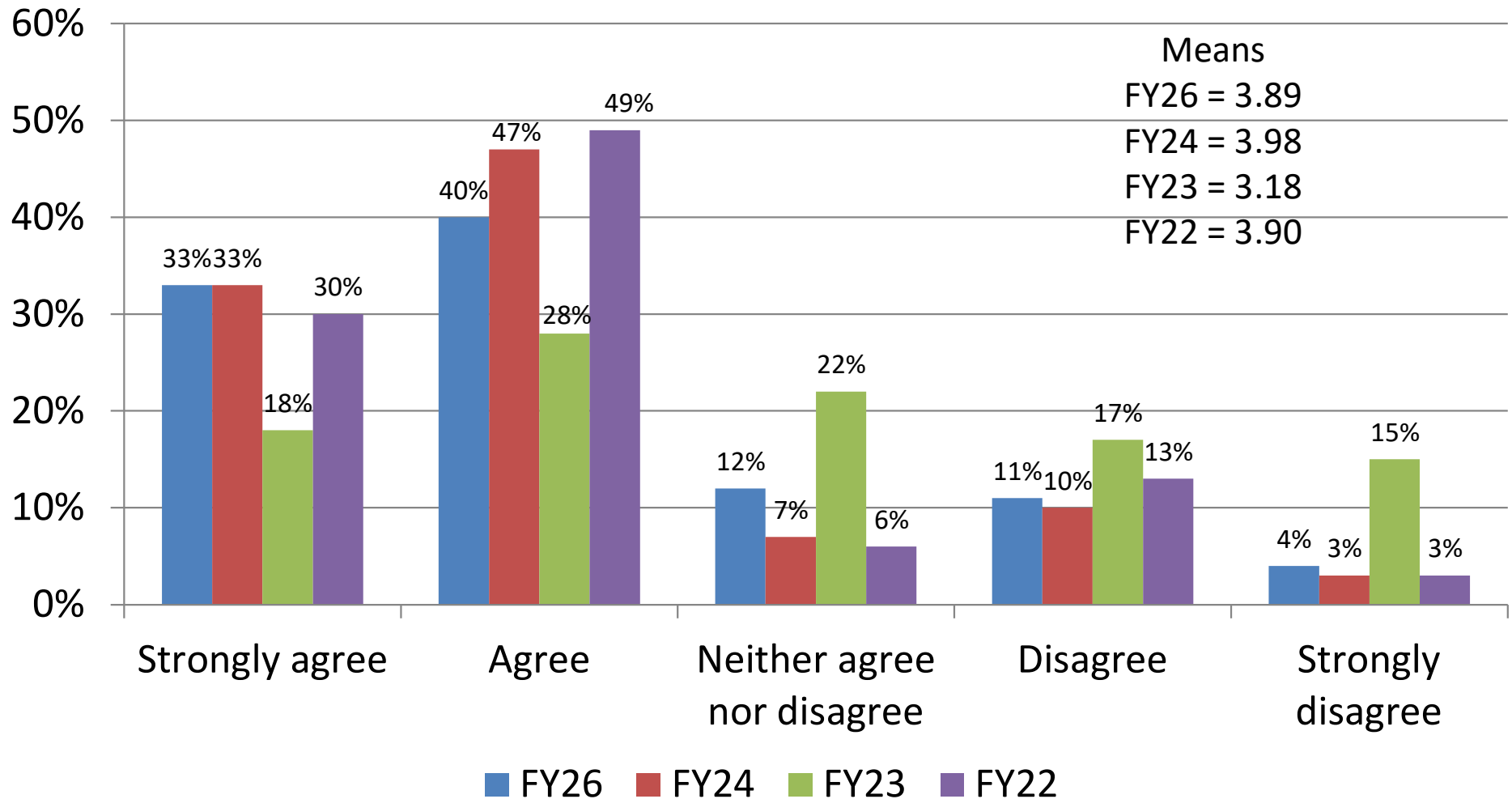


Rider or Caregiver



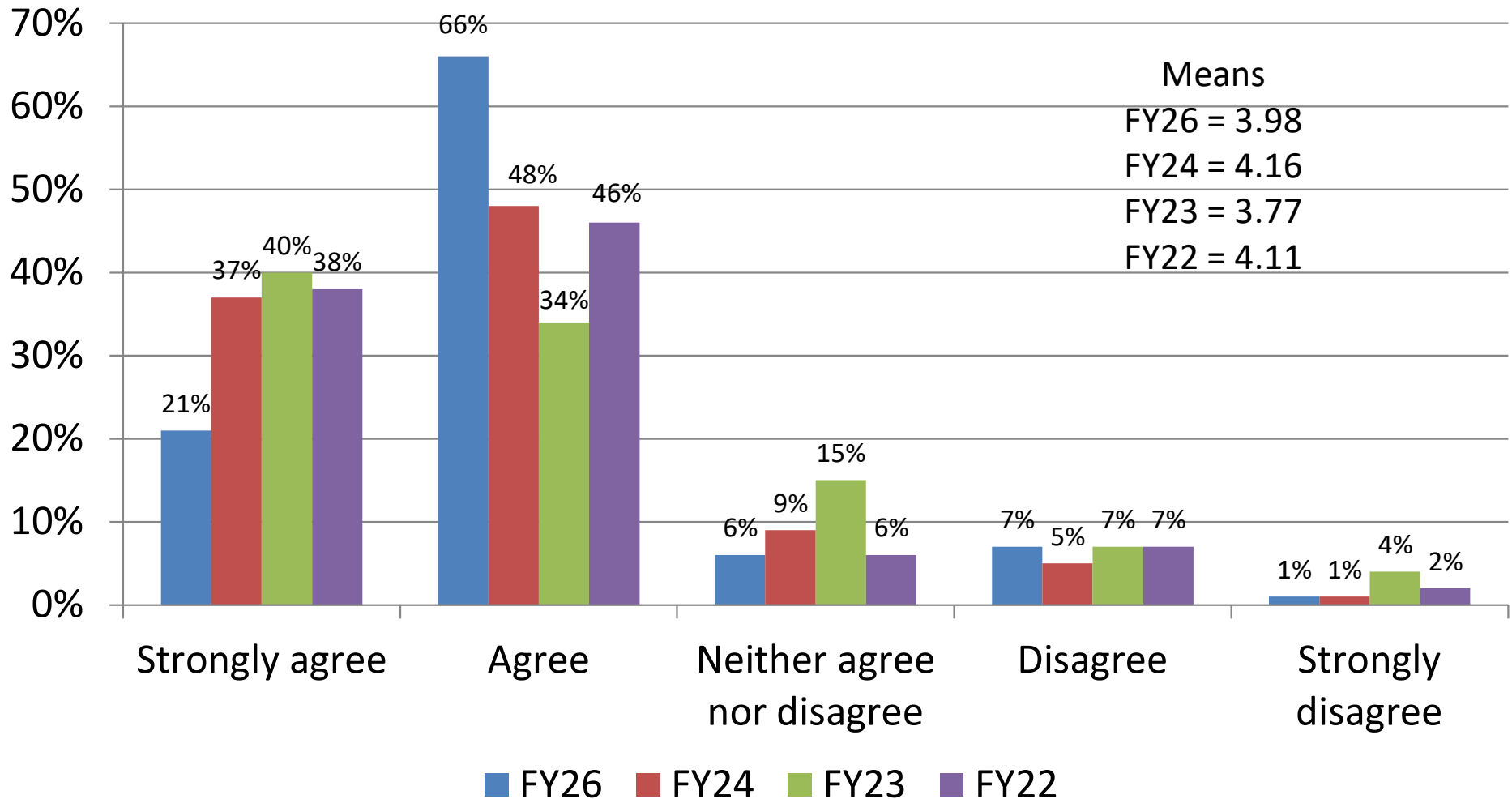


Hold Times Were Not an Issue



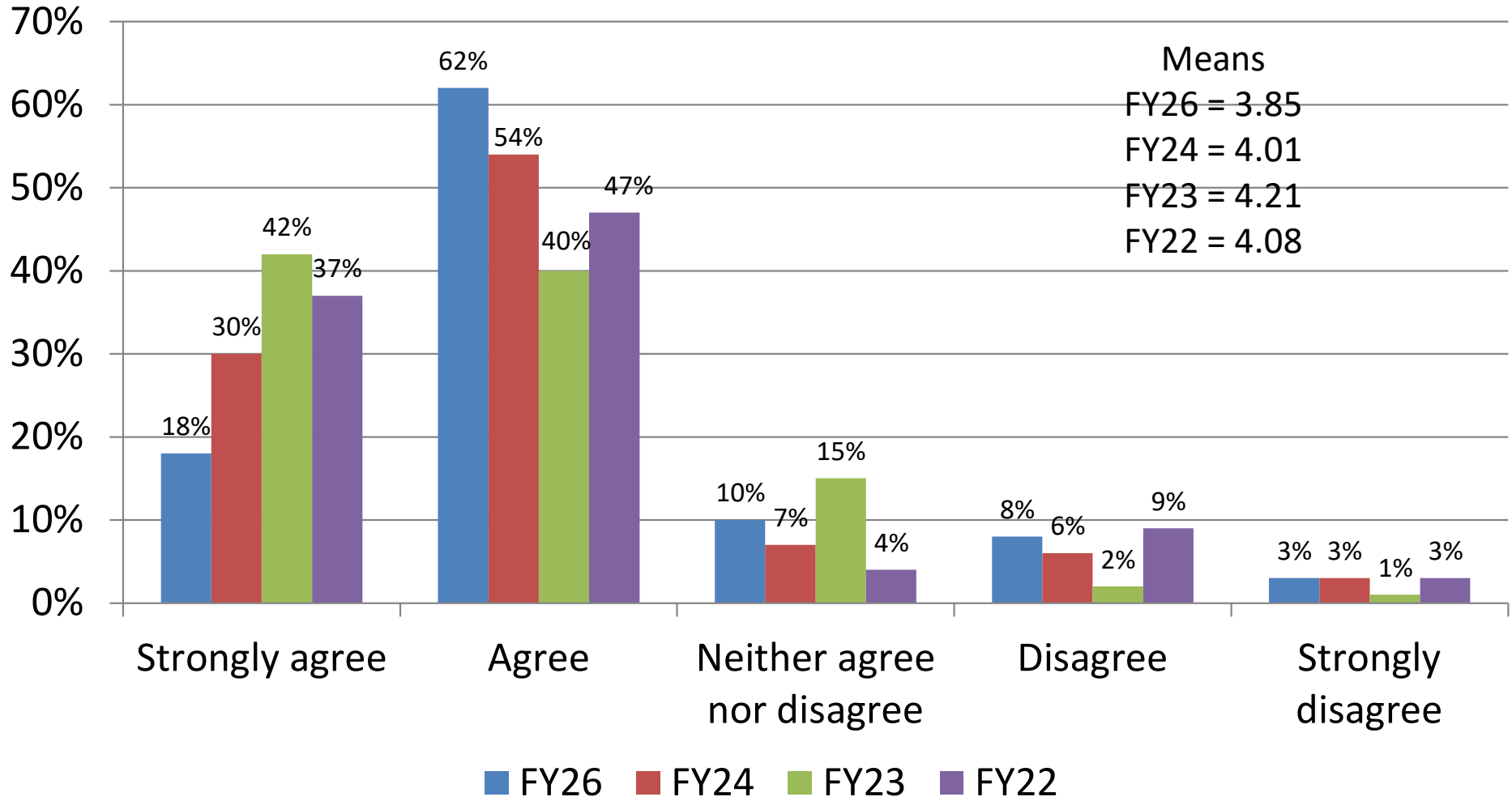


No Problems with Phone Menu



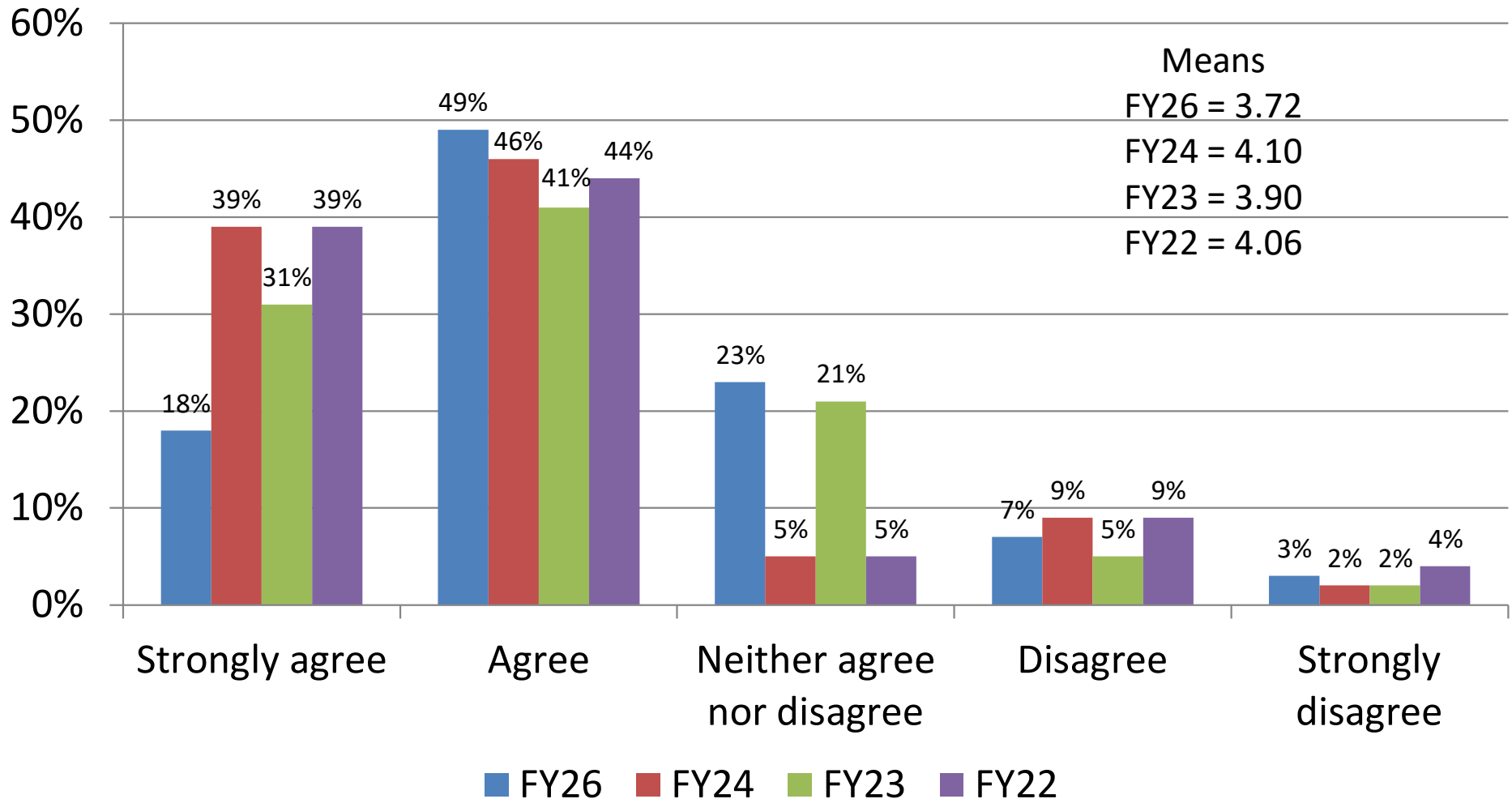


Person on Phone Was Knowledgeable



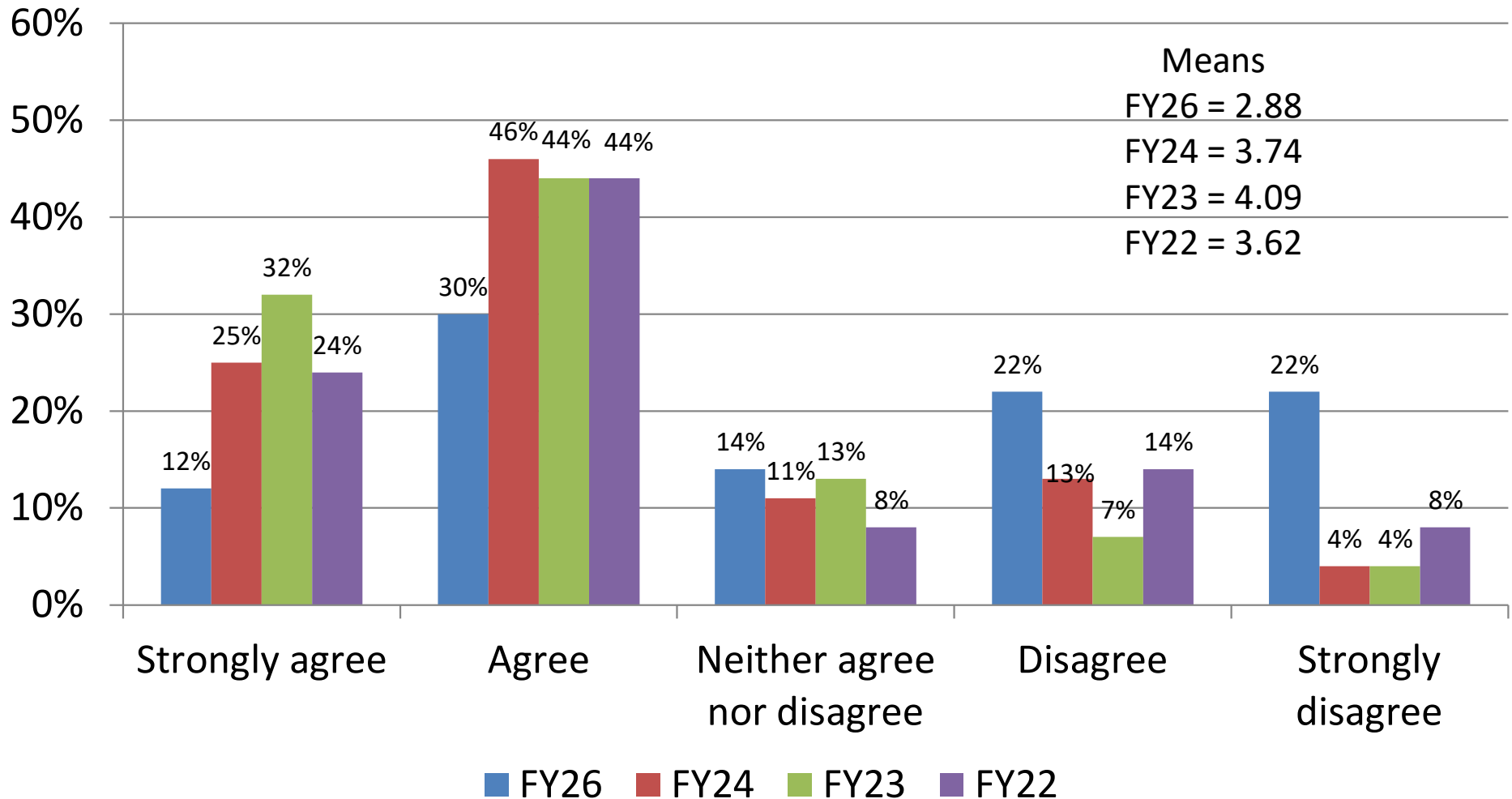


It was Easy to Make Arrangements for Transportation on Phone



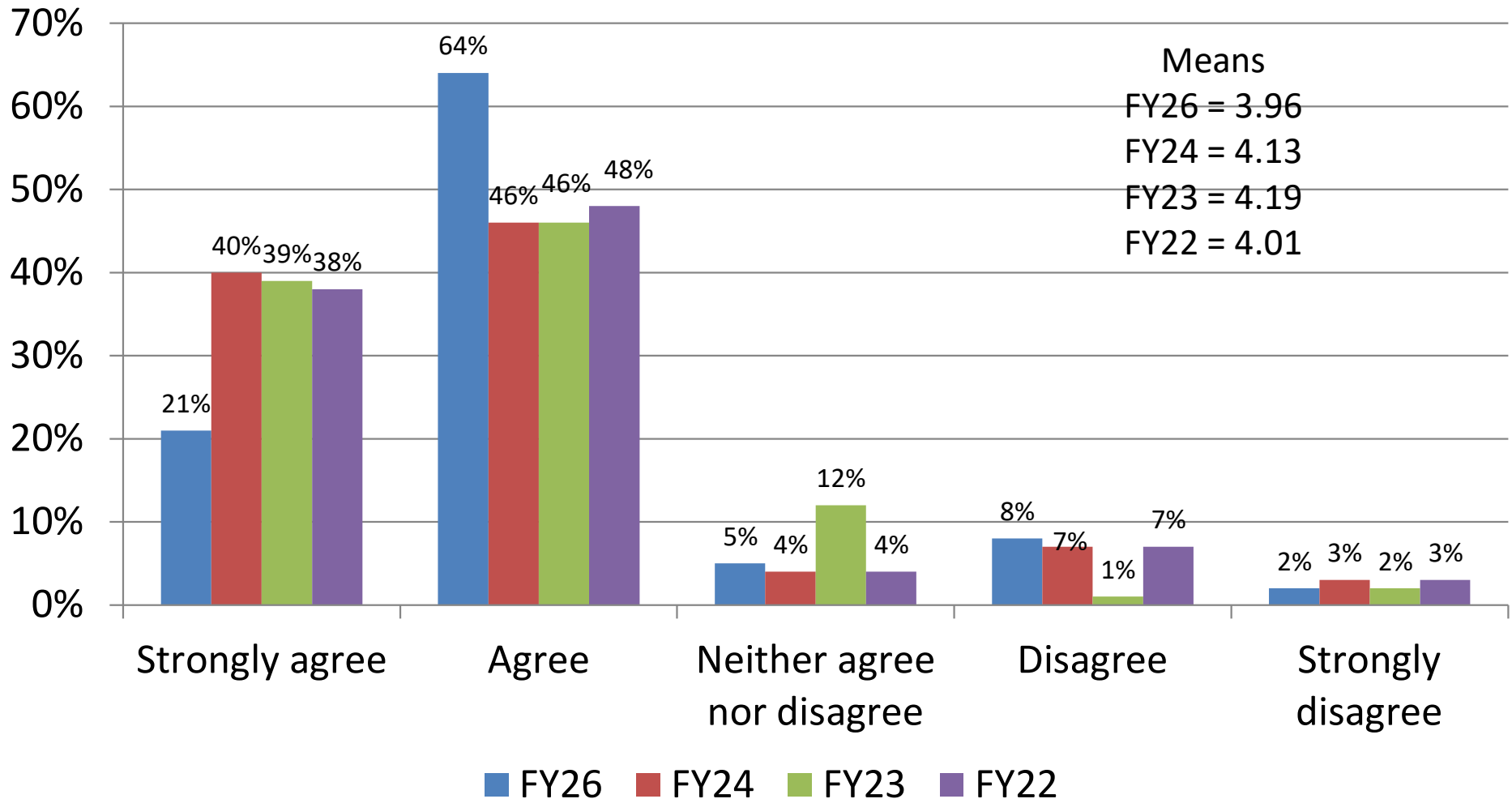


Driver was on Time



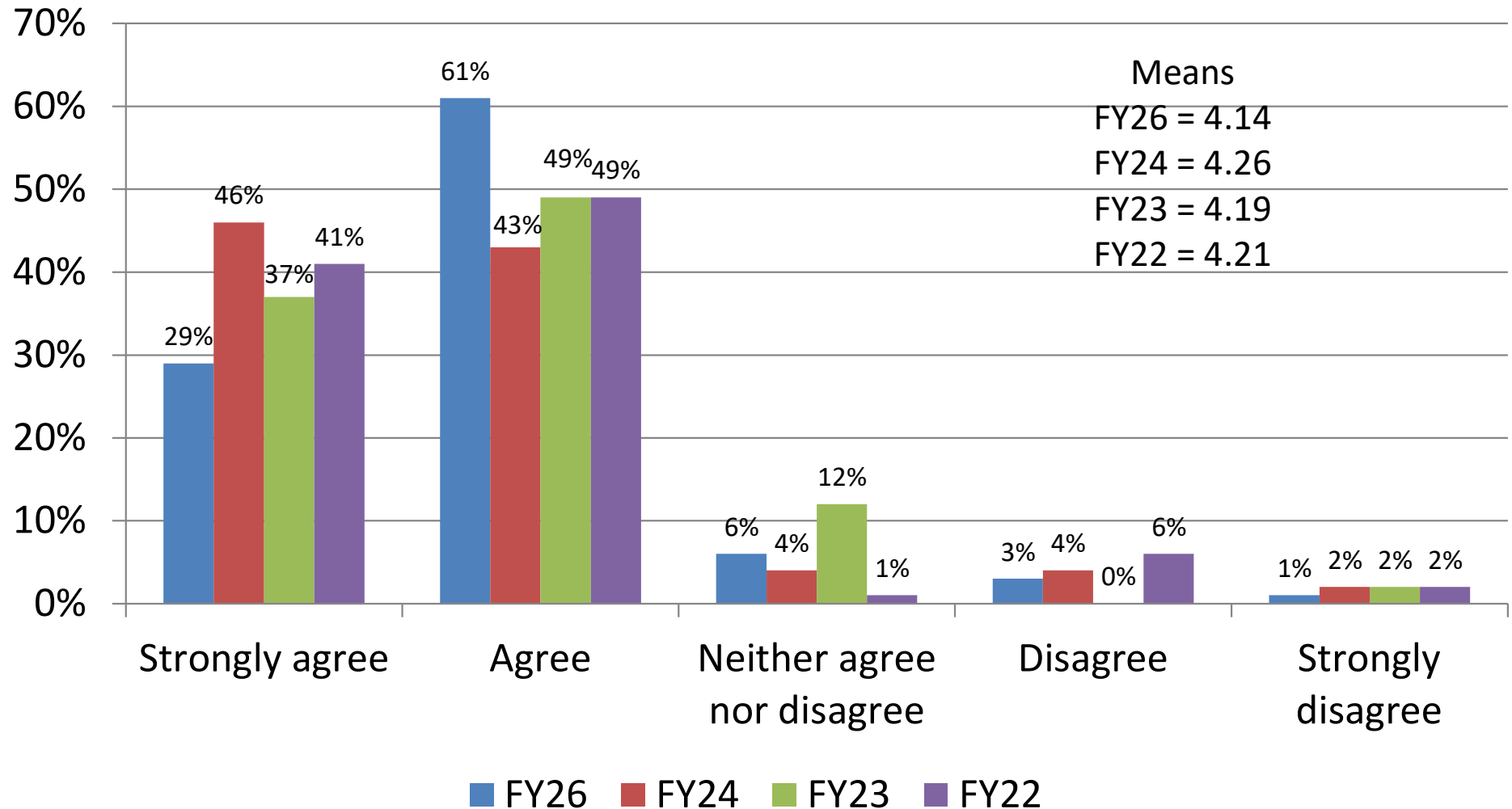


Driver Arrived at Correct Address/Pick up Spot



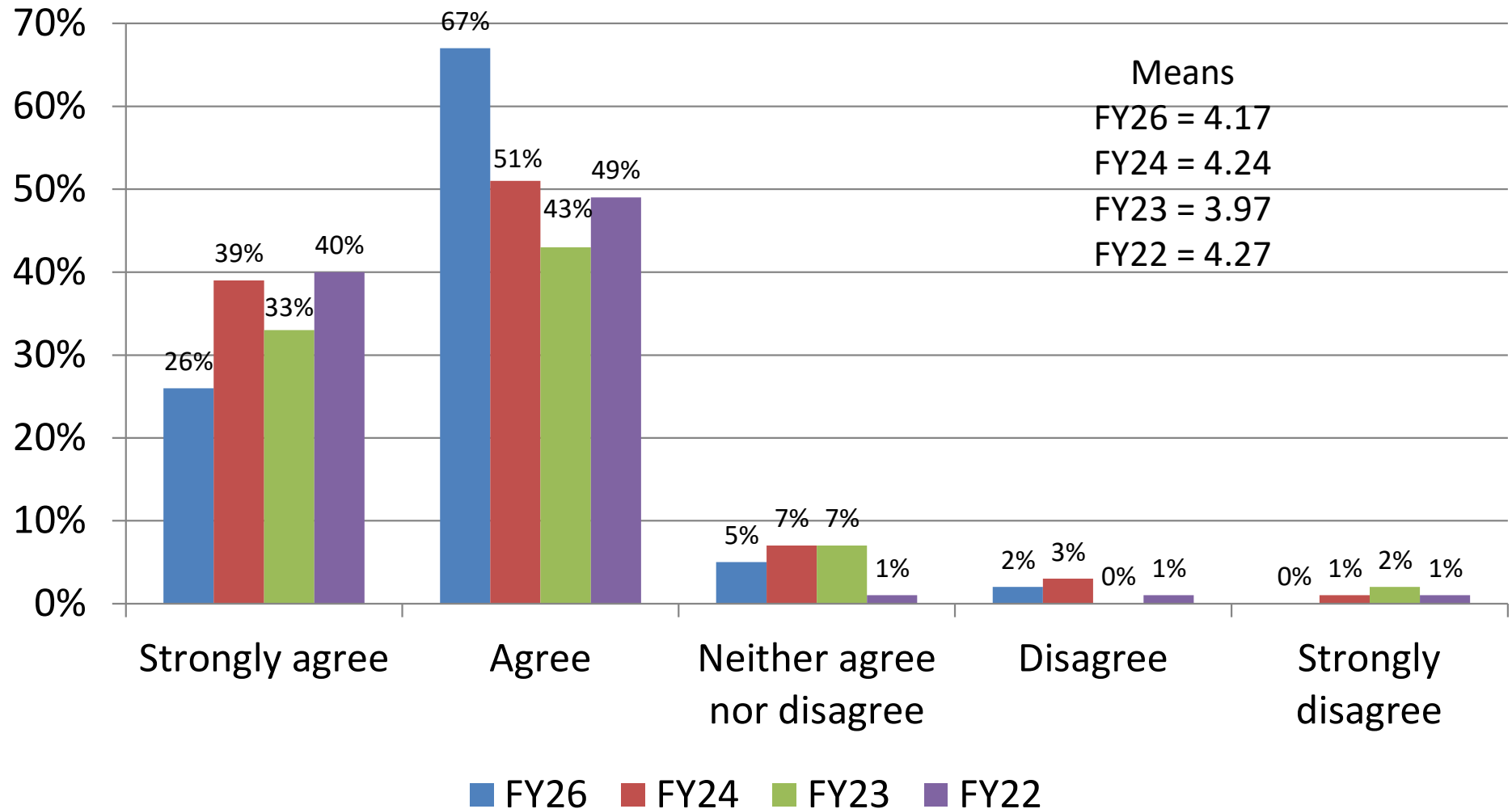


Driver was Courteous and Helpful



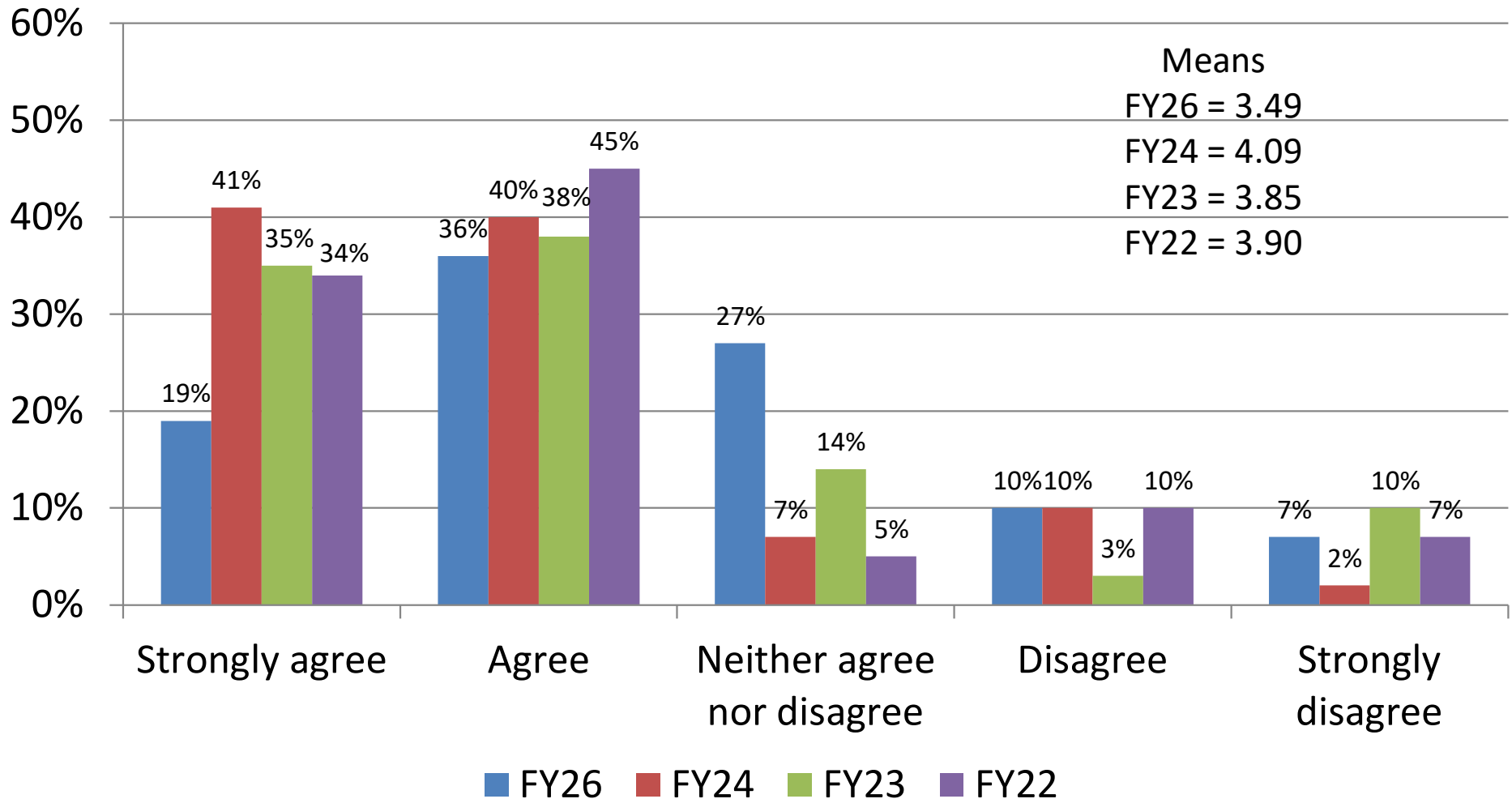


Driver was Dressed Appropriately/Clean



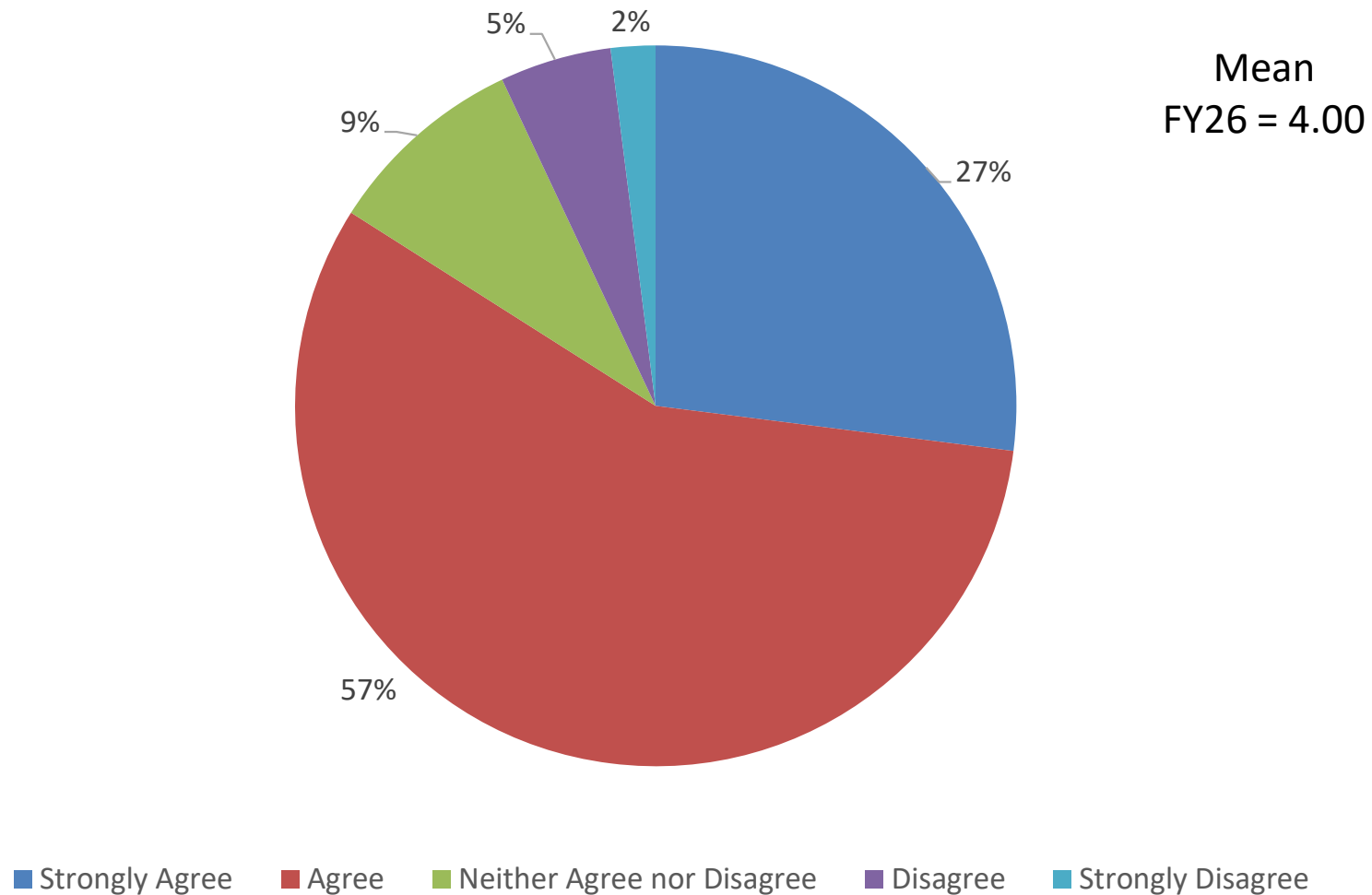


Overall High Level of Satisfaction with Pickup Experience



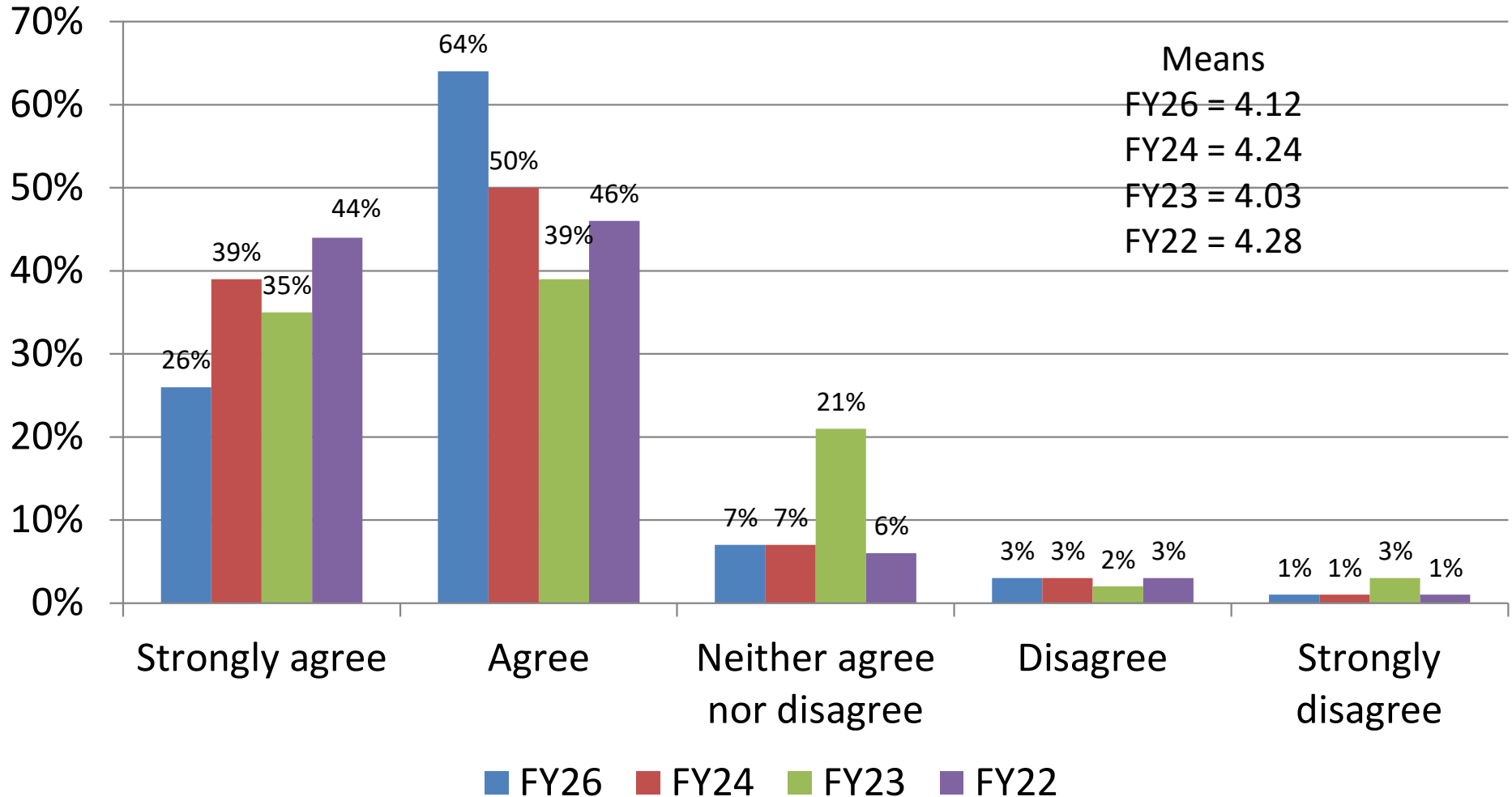


Important That Vehicle Has Wheels Dial-a-Ride Logo (New Question in FY26)



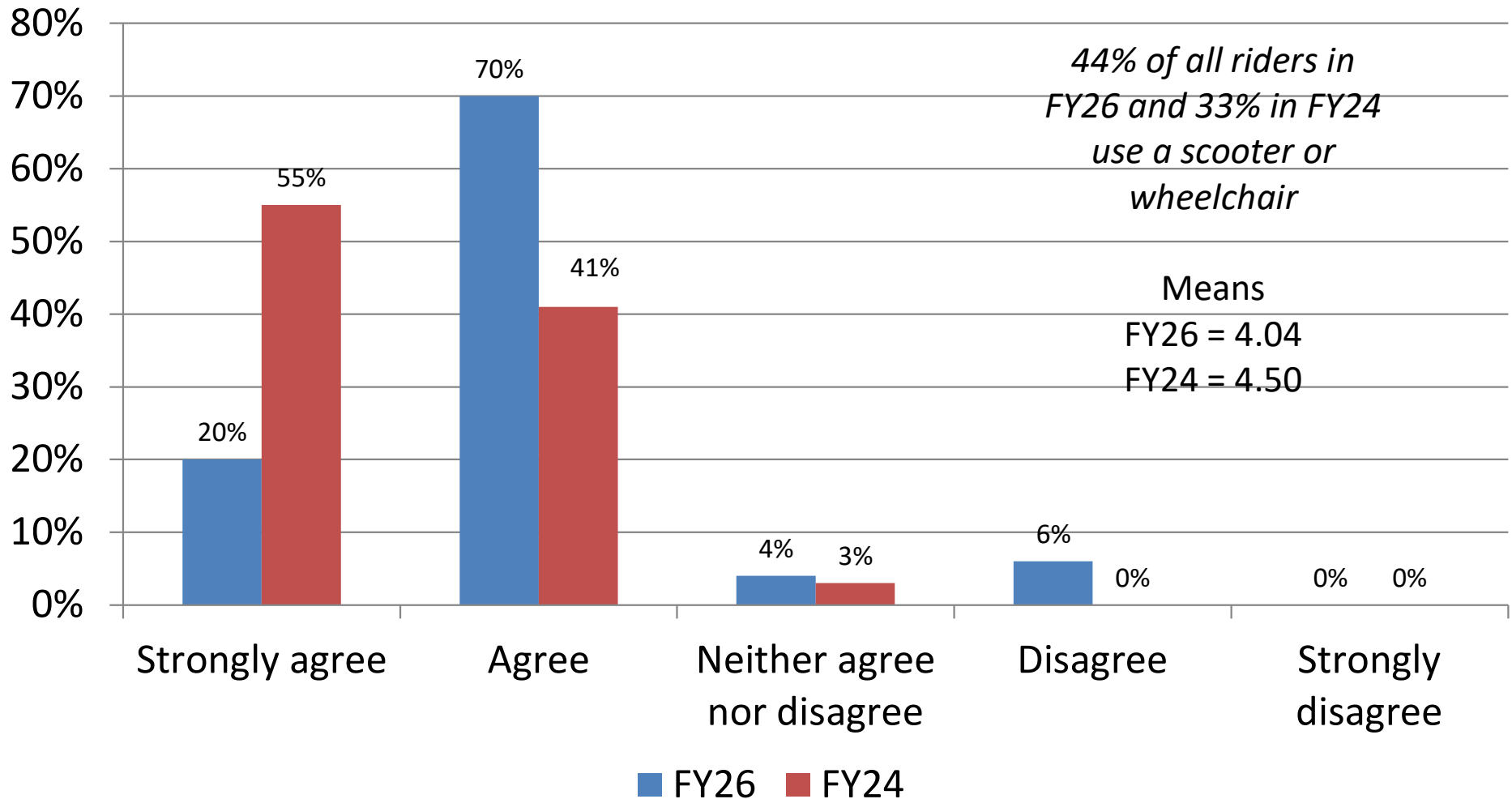


Driver Operated Vehicle Safely/ Followed Traffic Laws



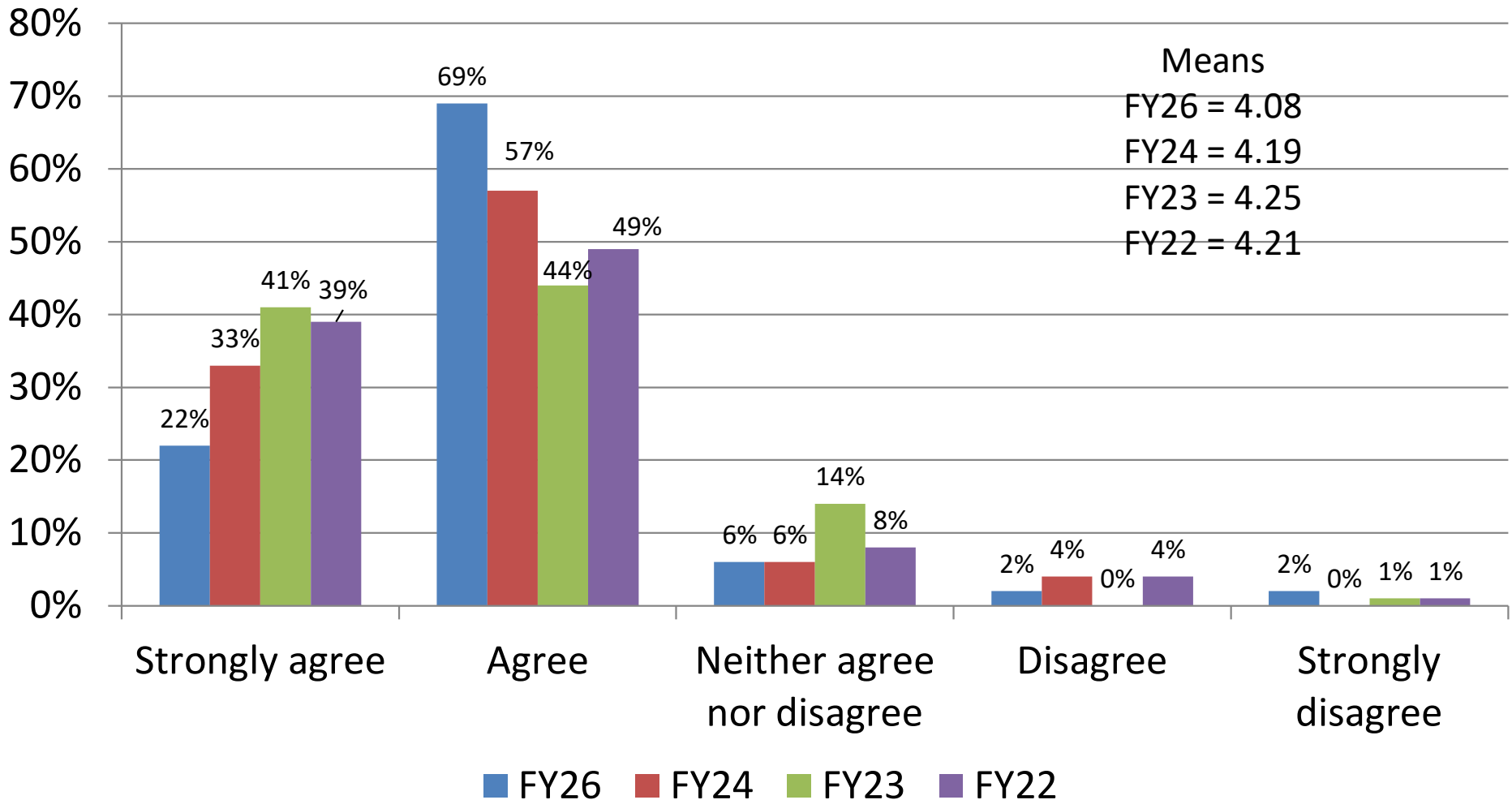


Wheelchair/Scooter Safely Secured



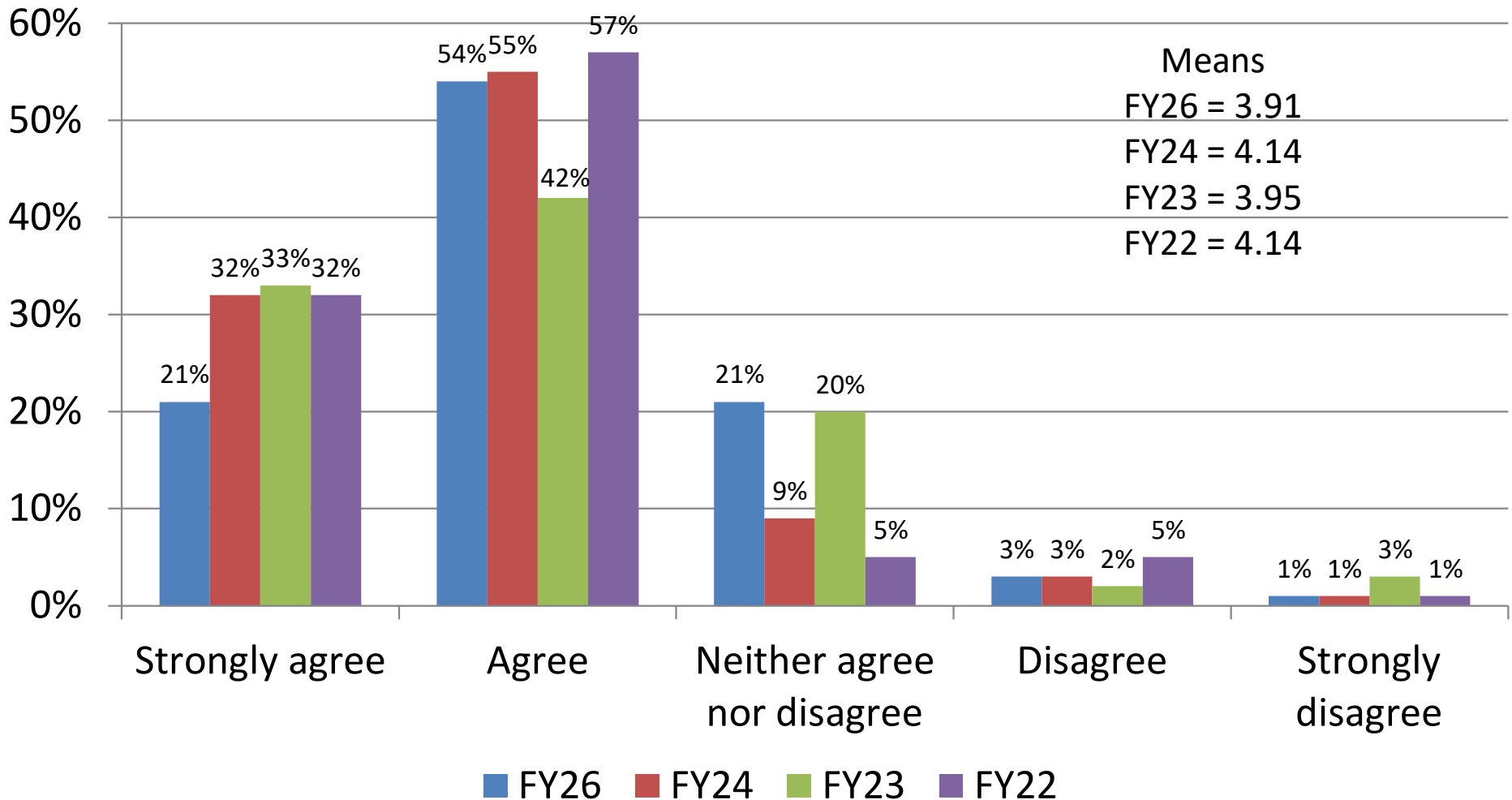


Vehicle/Shuttle was Clean



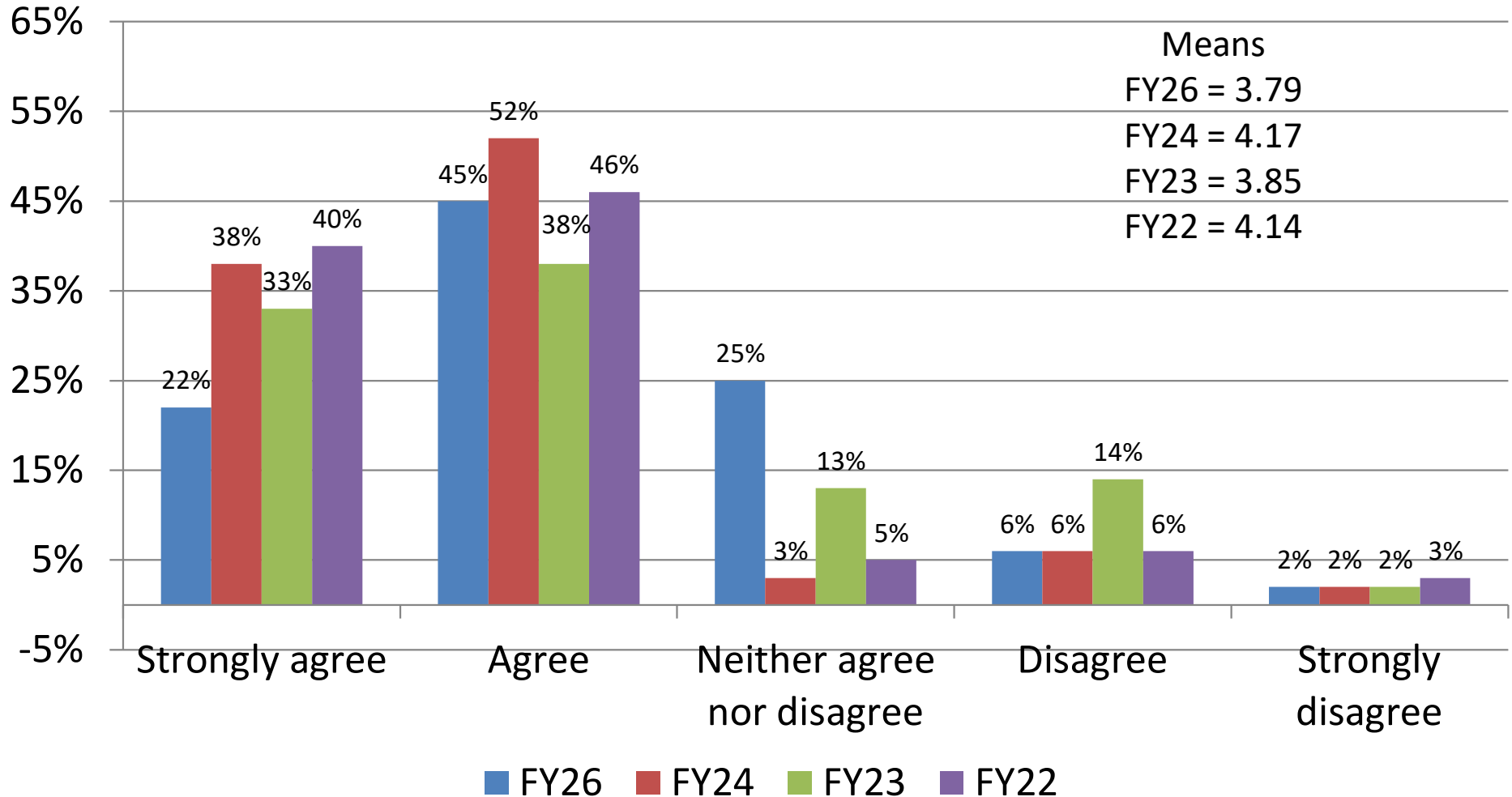


Vehicle/Shuttle was Modern and in Working Order



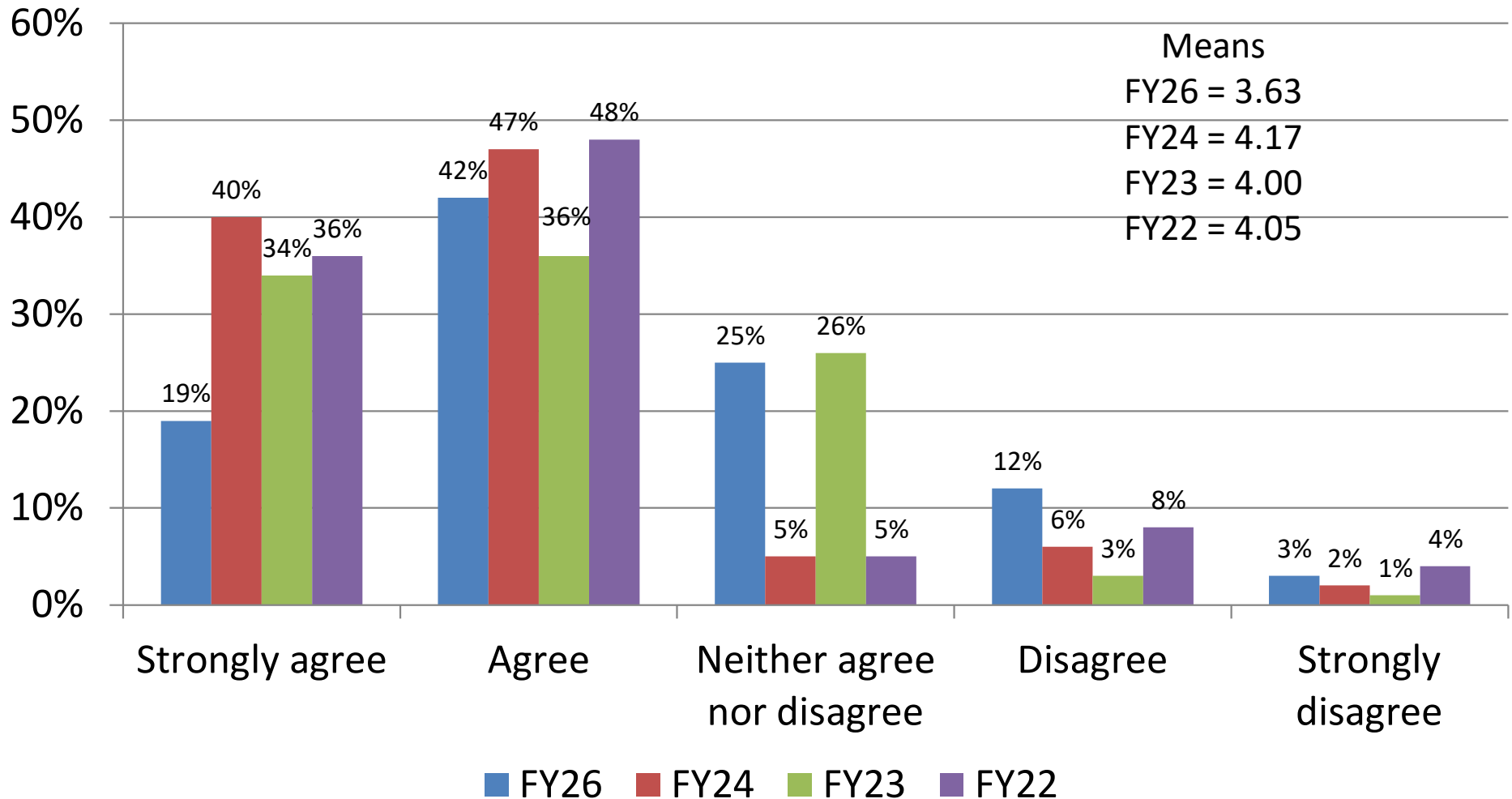


Overall High Level of Satisfaction with Ride Experience



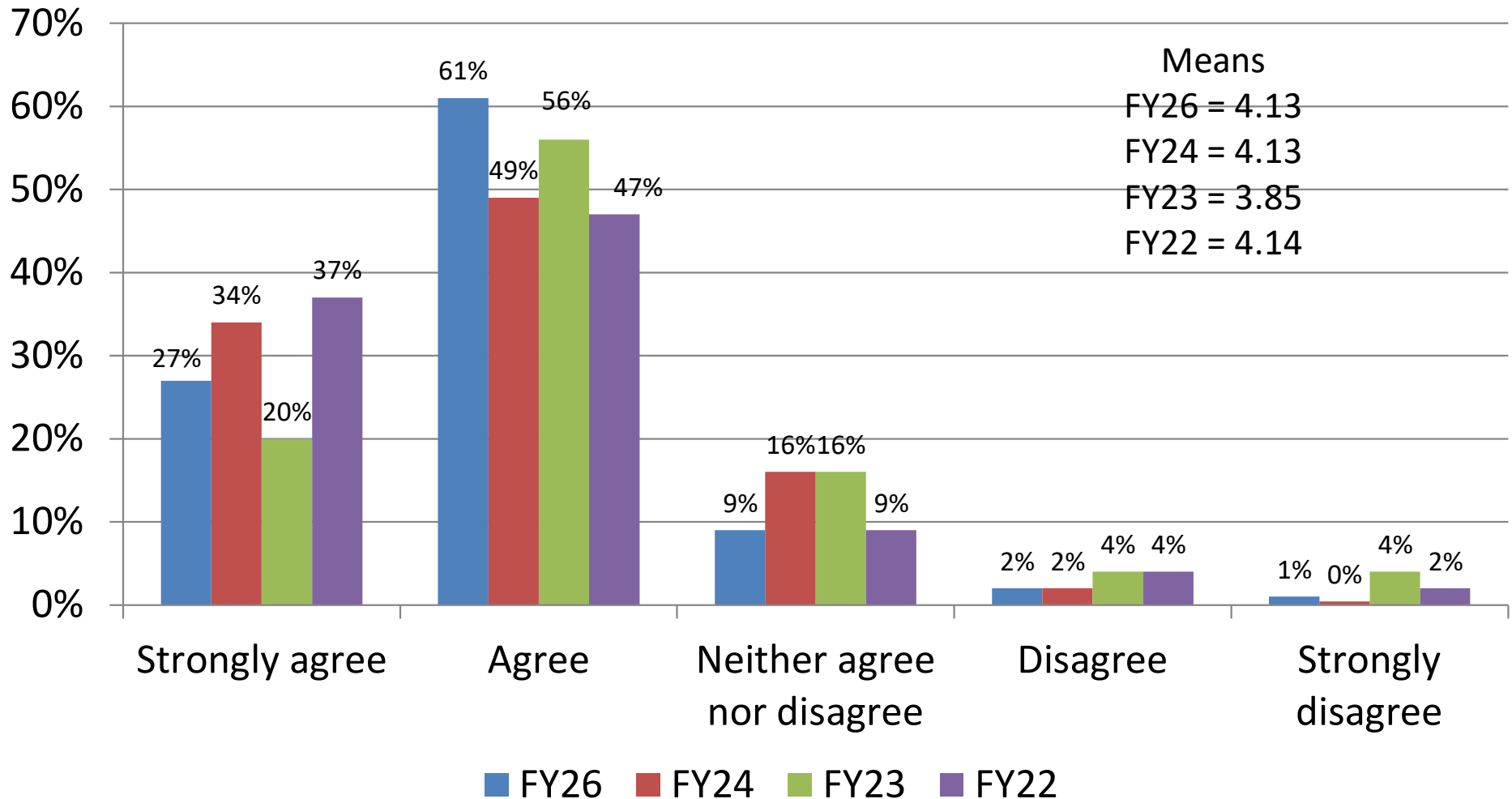


Driver Dropped me off on Time and in Correct Place



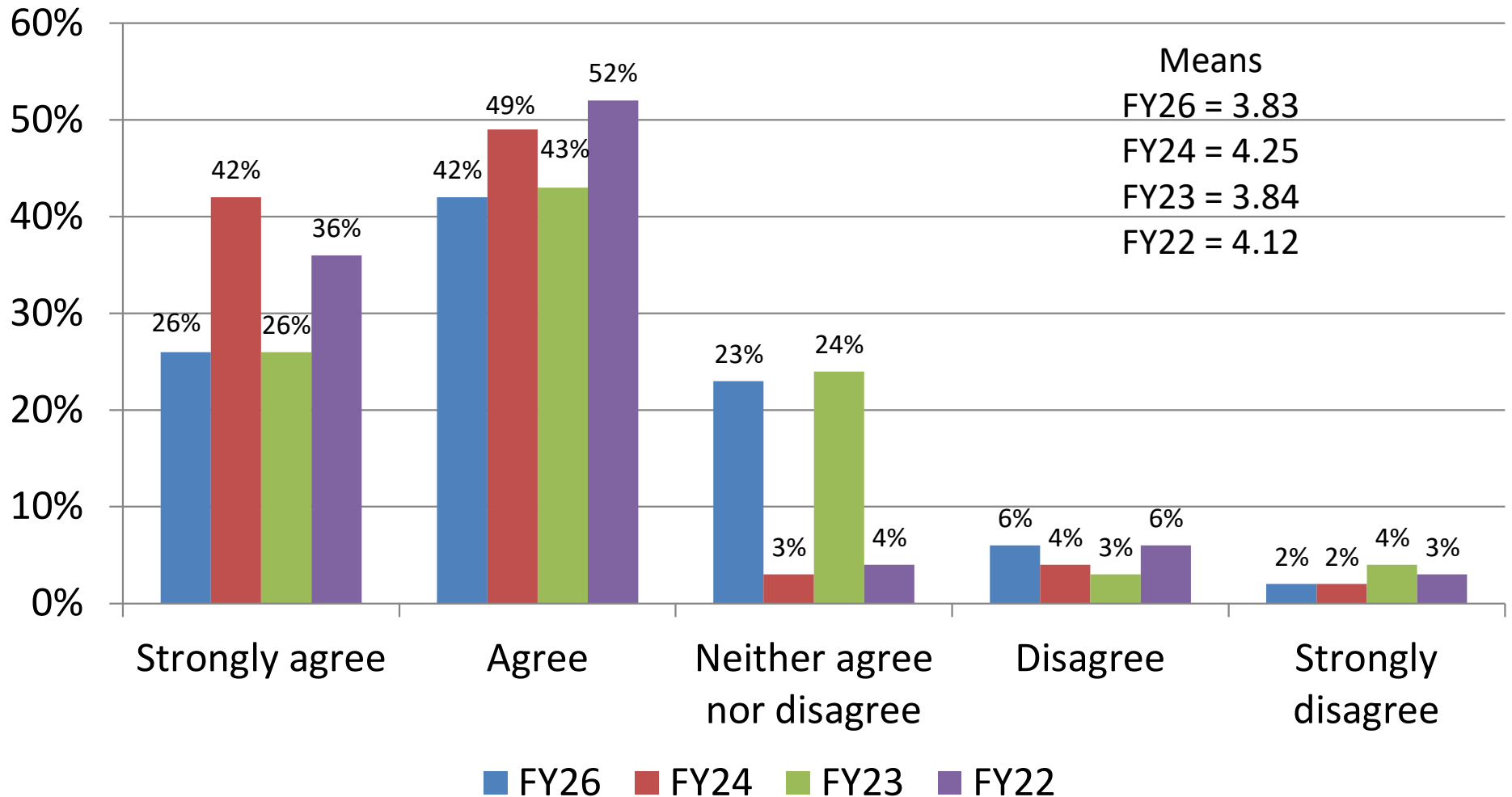


Driver Offered Me Help During Drop Off



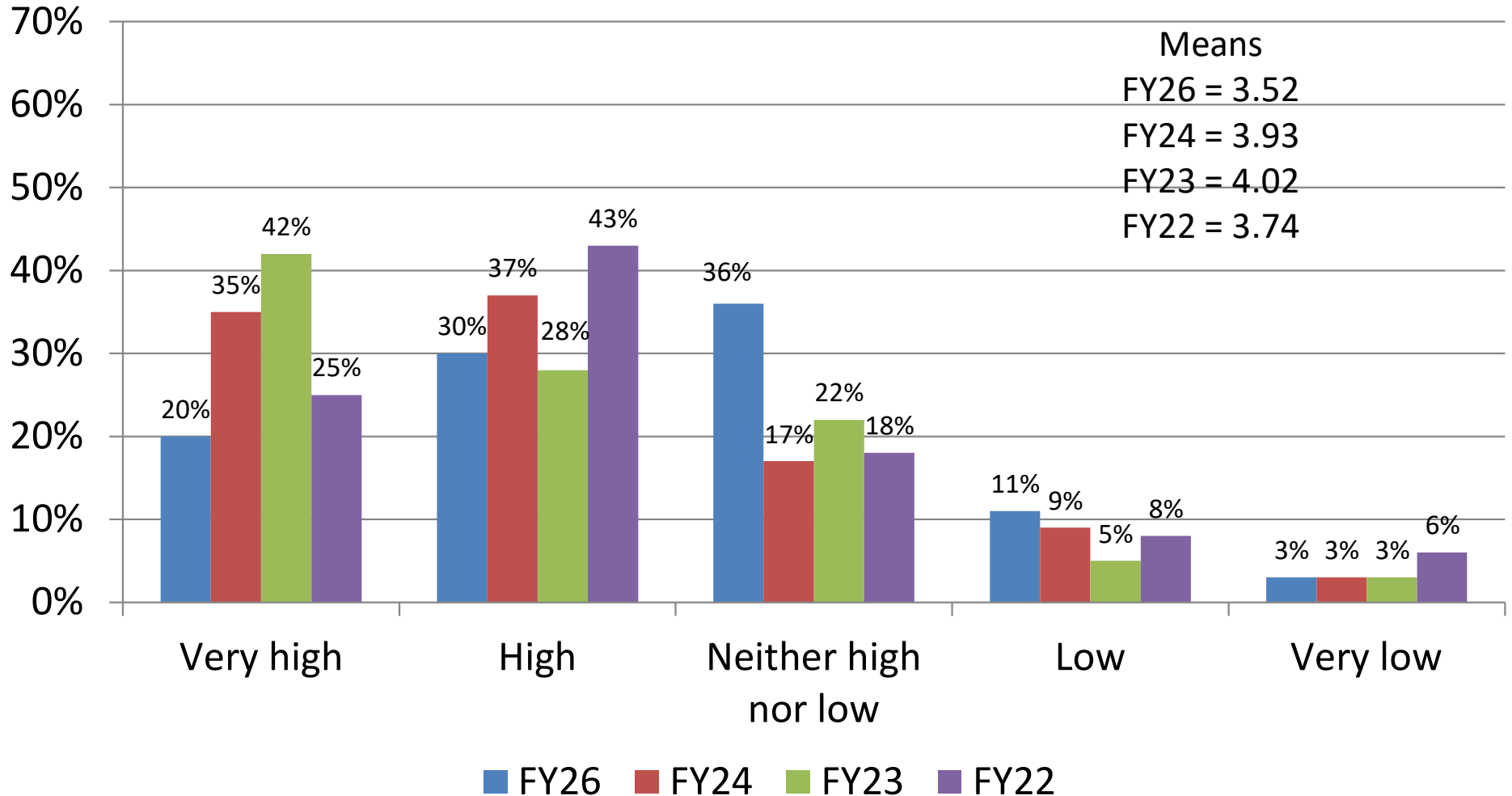


Overall High Level of Satisfaction with Drop Off Experience



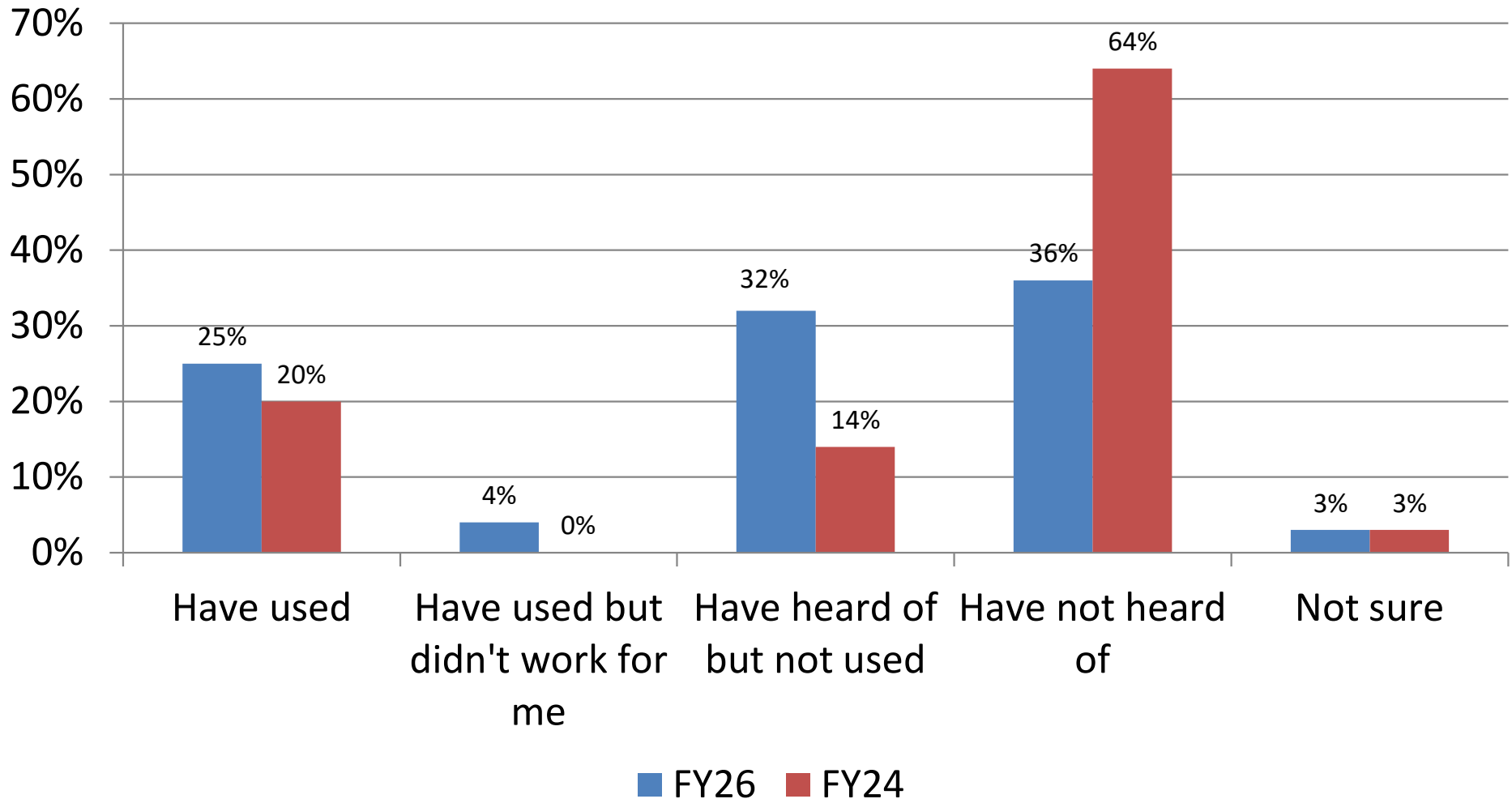


Overall Experience





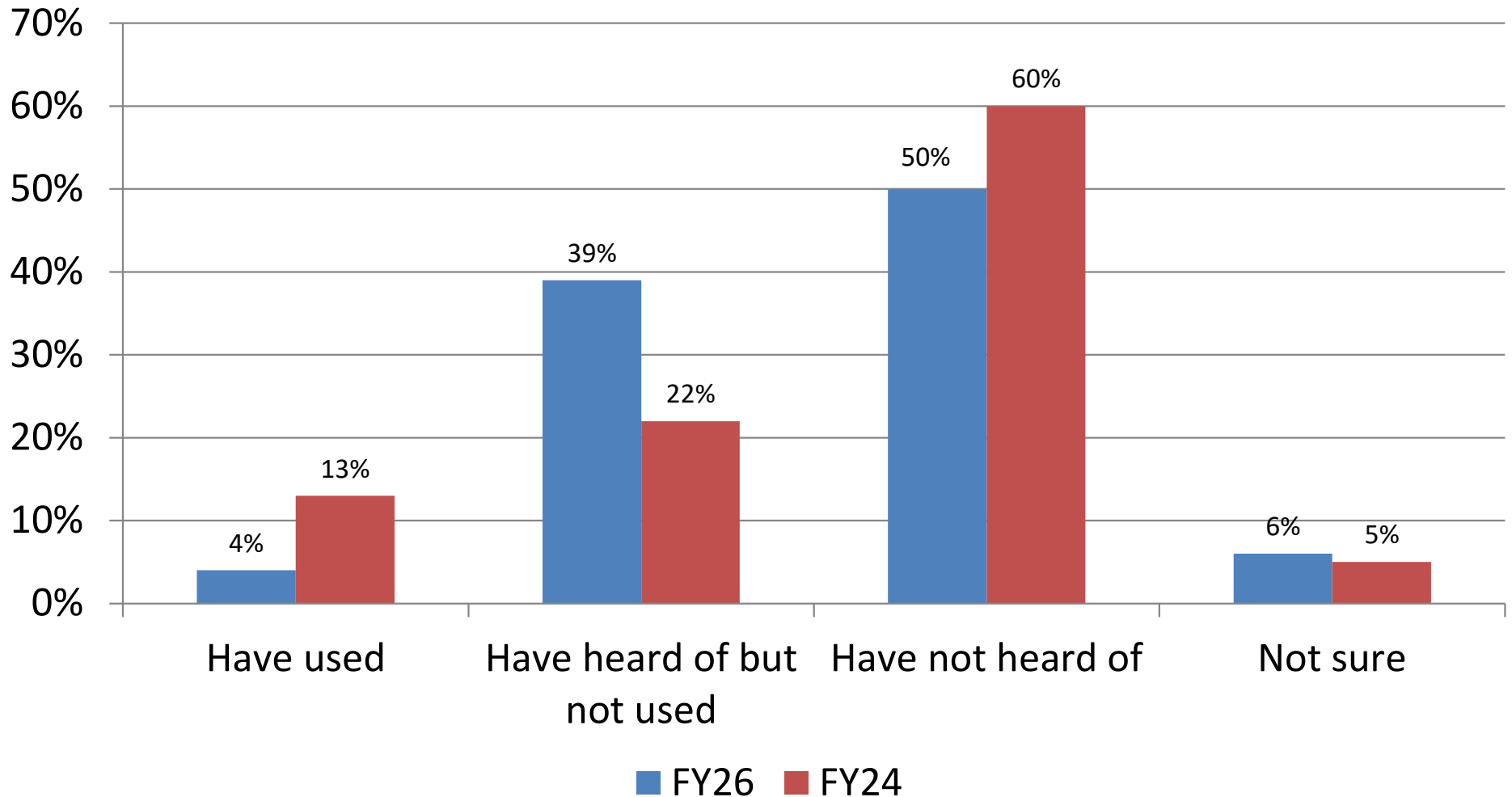
Familiarity with My Transit App



Note: "Have used but did not work for me" added in FY26

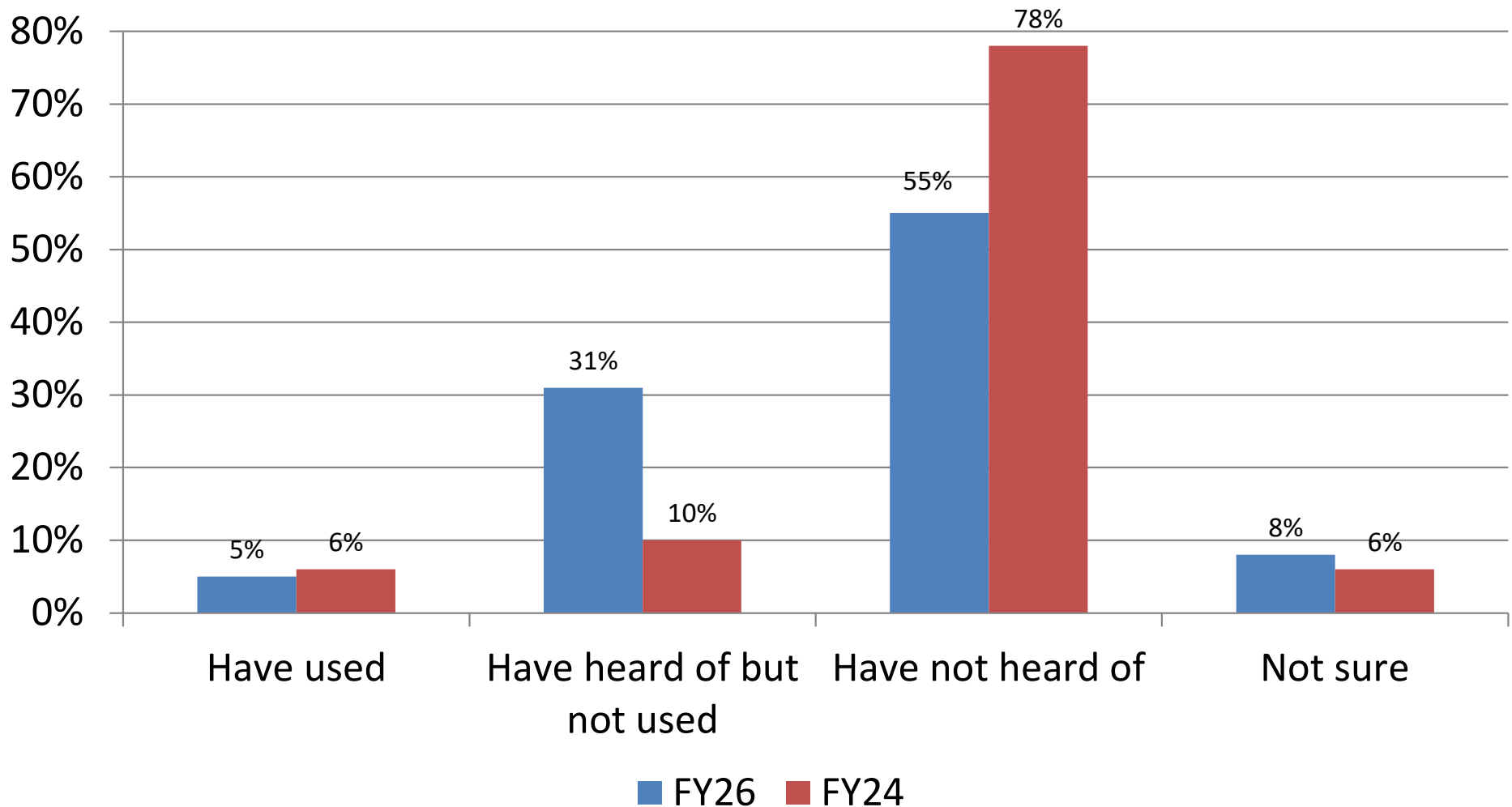


Familiarity with Para-Taxi Program



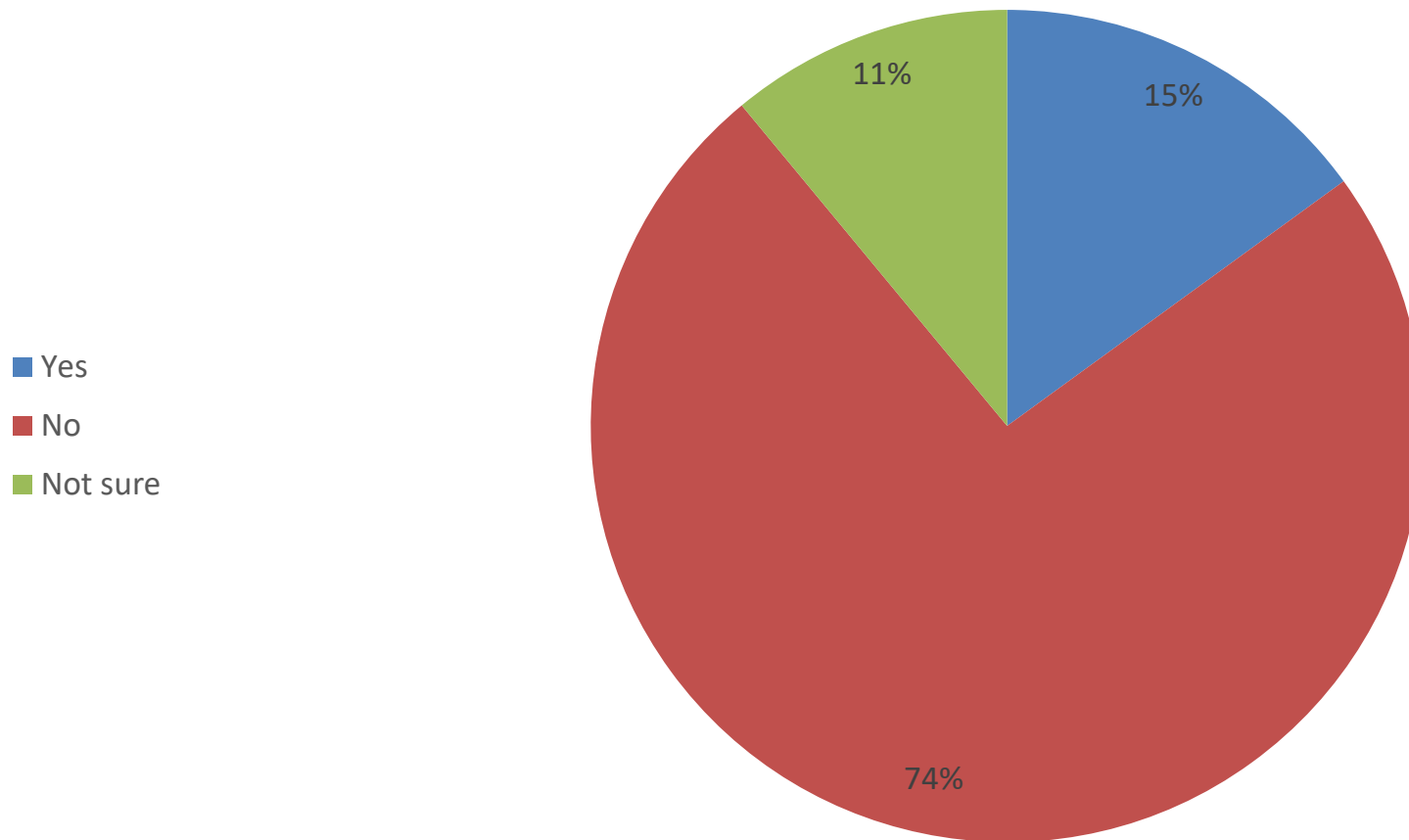


Familiarity with One Seat Ride Program





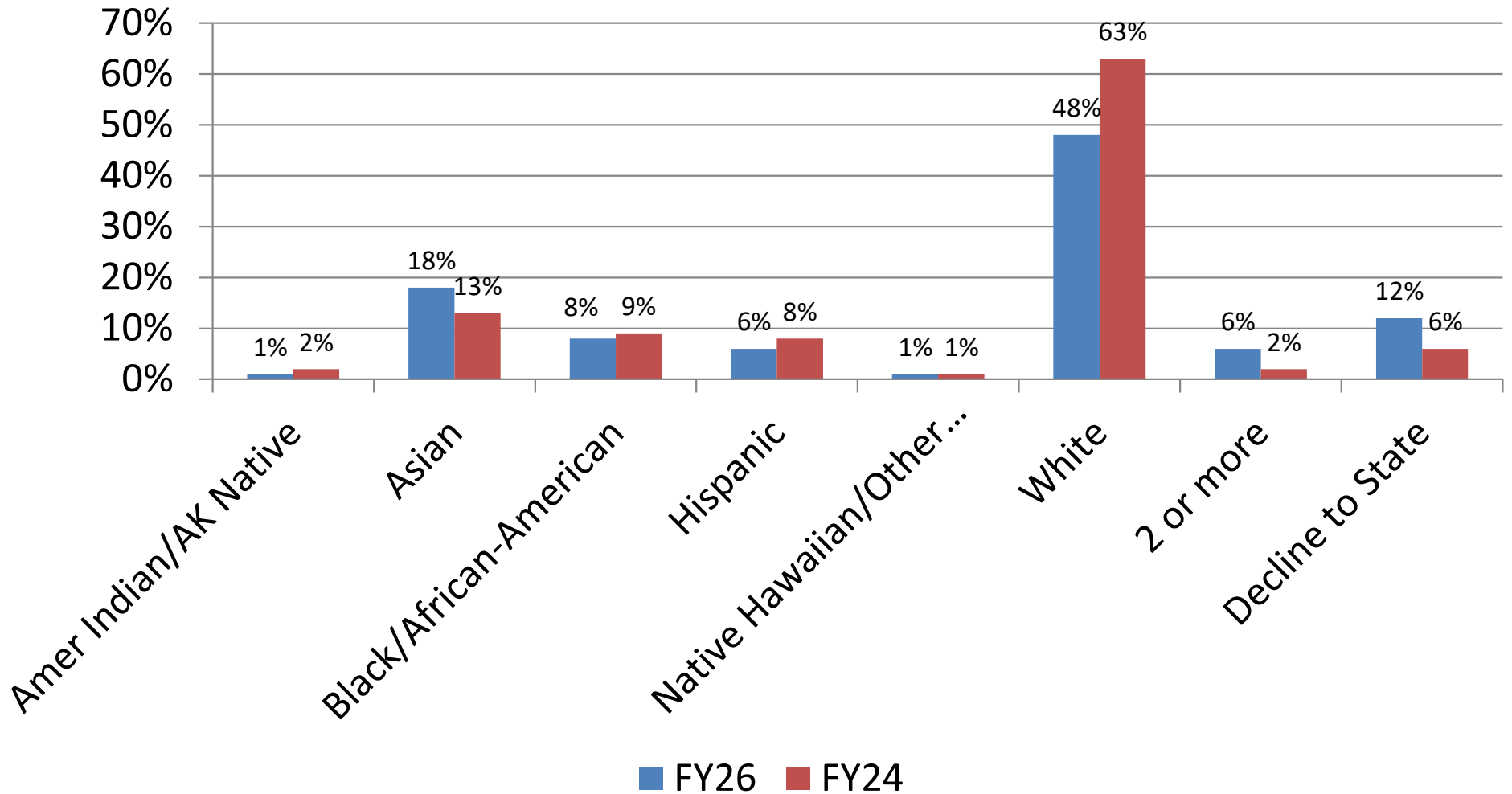
Interested in Receiving One-on-one Travel Training



FY26

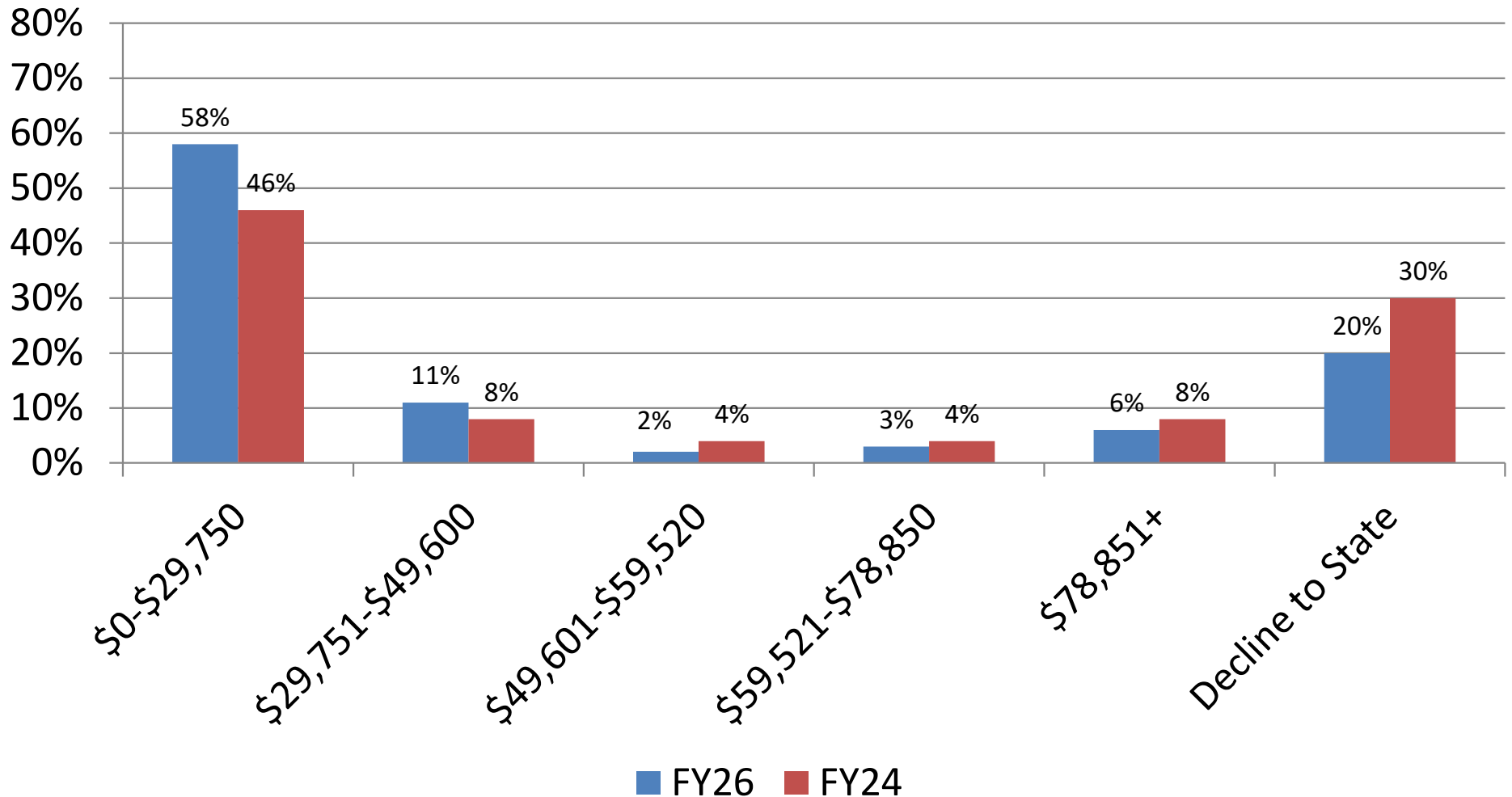


Race/Ethnicity





Annual Household Income





Comparisons of Mean Ratings

	<u>FY26</u>	<u>FY24</u>	<u>FY23</u>	<u>FY22</u>	<u>FY26 v FY24</u>	<u>FY26 v FY23</u>
Overall experience	3.52	3.93	4.02	3.74	-0.41	-0.50
Overall high level of satisfaction with pickup experience	3.49	4.09	3.85	3.90	-0.60	-0.36
Overall high level of satisfaction with ride experience	3.79	4.17	3.85	4.14	-0.38	-0.06
Overall high level of satisfaction with drop off experience	3.84	4.25	3.84	4.12	-0.41	0.00
Driver dressed appropriately/clean	4.17	4.24	3.97	4.27	-0.07	0.20
Driver courteous and helpful	4.14	4.26	4.19	4.21	-0.12	-0.05
Driver offered me help during drop off	4.13	4.13	3.85	4.14	0.00	0.28
Driver operated vehicle safely/followed traffic laws	4.12	4.24	4.03	4.28	-0.12	0.09
Vehicle/shuttle was clean	4.07	4.19	4.25	4.21	-0.12	-0.18
My wheelchair/scooter was safely secured	4.04	4.48	NA	NA	-0.44	NA
Important that vehicle has Wheels Dial-A-Ride logo	4.01	NA	NA	NA	NA	NA
No problems with phone menu	3.98	4.16	3.77	4.11	-0.18	0.21
Driver arrived correct address/pickup spot	3.93	4.13	4.19	4.12	-0.20	-0.26
Vehicle/shuttle was modern and in working order	3.91	4.14	3.95	4.14	-0.23	-0.04
Hold times were not an issue	3.89	3.98	3.18	3.90	-0.09	0.71
Person on phone knowledgeable	3.85	4.01	4.21	4.08	-0.16	-0.36
Easy to make arrangements for transportation on phone	3.72	4.10	3.90	4.06	-0.38	-0.18
Driver dropped me off on time/in correct place	3.63	4.17	4.00	4.05	-0.54	-0.37
Driver on time	2.88	3.74	3.95	3.62	-0.86	-1.07



Summary of Findings

- Almost without exception, ratings fell compared to FY24, and in some cases the decline was stark:
 - The mean rating for the driver arriving on time showed the steepest decline, falling from 3.74 on the 5-point scale to 2.88, or $-.86$.
 - Given that rating, it is no surprise that the overall level of satisfaction with the pickup experience showed the second largest decline, down from FY24's 4.09 to 3.49 this year, a drop of $.60$.
 - The other significant drop was seen in the driver dropping the rider off on time and in the correct place ($-.54$).
 - While not statistically significant, other large declines were seen in ratings for the wheelchair or scooter being safely secured ($-.44$), the overall experience ($-.41$), overall level of satisfaction ($-.41$), overall level of satisfaction with the ride experience ($-.38$), and ease of making arrangements on the phone ($-.38$).
- Looking specifically at the three overall levels of satisfaction – the drop-off experience was the highest at 3.84, followed closely by the ride experience at 3.79. The overall level of satisfaction with the pickup experience was lowest among the three, coming in at 3.49. With 3.0 being the neutral midpoint, all three landed more positive than negative.



Summary of Findings (cont'd)

- When it comes to familiarity with the three programs and apps posed for the first time in FY24, significantly fewer riders were unaware of My Transit App (36% this time compared to 64% not having heard of it in FY24). In the case of the One Seat Ride Program, 55% report not having heard of it now, compared to 78% being unfamiliar with it in FY24. While half (50%) in FY26 had not heard of the Para-Taxi Program, that is lower than in FY24 (60%). In terms of usage, the My Transit App had the greatest usage, but still only one-quarter (25%) have used it.
- This year, one new question was added relating to receiving one-on-one travel training, and just 15% were interested in it. Three-quarters were unsure, likely because they were unclear on precisely what that training would entail.
- Both demographic categories – race and income – showed significant changes compared to FY24 (when the questions were first posed):
 - The percentage of white riders has decreased (-15 percentage points).
 - In terms of income, there was a significant increase of 12 percentage points in the number of those at the lowest income level (less than \$29,750). This year, more riders were willing to provide their income level as opposed to in FY24.