

STAFF REPORT

SUBJECT: Wheels Access Mobility Management Update

FROM: Kadri Klm, Senior Paratransit Planner

DATE: May 6, 2026

Action Requested

Information only.

Background

The Wheels Access Program, run by LAVTA's new contractor ADAride, launched on March 16, 2026. ADAride is providing ADA paratransit eligibility determination, Travel Navigator travel information/consultation and Travel Training on fixed route services to LAVTA.

Discussion

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 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
With the ADAride platform, 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 for ADAride is similar to the current Dial-A-Ride application but slightly adjusted to ADAride's evaluation program. The new process also includes phone interviews/travel orientations with all applicants. Art Hulscher, Chief Executive Officer at ADAride.com, will be demonstrating the ADAride.com eligibility process and website at the meeting.

ADArise staff will also participate in the upcoming recurring Tri-Valley senior center mobility outreach events, which LAVTA plans to hold monthly. The first outreach event will take place on Thursday, May 7, from 10:00 a.m. to 12:00 p.m. at the Livermore Community Center. LAVTA will bring a Wheels fixed route bus for demonstration purposes. TAAC members are encouraged to attend these events and help spread the word.

Action Requested

Information only.

Attachment:

1. May 7, 2026 Livermore Community Center Outreach Event Flyer

SENIOR AND ADA TRAVEL TRAINING

Join us for a hands-on travel training.
Learn more about:

- Senior and ADA discounts.
- Eligibility and registration for Paratransit services.
- **FREE** Bus Pass for attendees!



Assistance with:

- Planning trips
- Boarding the bus
- Fares and passes
- Wheelchair and disability access
- Using Dial-A-Ride services

Thursday, May 7th
10:00 am - 12:00 pm
Robert Livermore Community Center