

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

WHEELS Accessible Advisory Committee

Meeting

DATE: **Wednesday, October 28, 2015**

PLACE: Diana Lauterbach Room LAVTA Offices
 1362 Rutan Court, Suite 100, Livermore, CA

TIME: **3:00 p.m. – PLEASE NOTE THE EARLIER START TIME**

AGENDA

	Action Recommended by Staff	
1. Call to Order		3:00
A. Approval of Agenda and Modifications if necessary		
2. 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)		3:05
3. Minutes of September 2, 2015 Meeting of the Committee (please review prior to meeting)	Discussion & Approval	3:10
4. Comprehensive Operational Analysis (COA) Update	Discussion	3:15

5. Paratransit Comprehensive Assessment	Information	4:00
6. Para-Taxi Ridership Analysis	Information	4:10
7. First and Neal Bus Stop Update	Information	4:20
8. LAVTA's ADA Paratransit Eligible Passengers' Database	Information	4:25
9. Dial-A-Ride Service Area	Discussion	4:30
10. PAPCO Report	Information	4:35
11. Dial-A-Ride Operational Issues – Suggestions for Changes	Discussion	4:40
12. Fixed Route Operational Issues – Suggestions for Changes	Discussion	4:50
13. Adjournment	Information	5:00

Next meeting January 6, 2016, 3:30pm

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

Jennifer Suda

10/28/15

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*

AGENDA

ITEM 3



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

WHEELS Accessible Advisory Committee

DATE: Wednesday, September 2, 2015

PLACE: Diana Lauterbach Room LAVTA Offices
1362 Rutan Court, Suite 100, Livermore, CA

TIME: 3:30 p.m.

Draft MINUTES

1. Call to Order

The Chair Carmen Rivera-Hendrickson called the meeting to order at 3:30 pm.

Members Present:

Herb Hasting	Alameda County
Sue Tuite	Alameda County – Alternate
Connie Mack	City of Dublin
Shawn Costello	City of Dublin
Carmen Rivera-Hendrickson	City of Pleasanton
Glenn Hage	City of Pleasanton – Alternate
Russ Riley	City of Livermore
Nancy Barr	City of Livermore
Pam Deaton	Social Services Member
Amy Mauldin	Social Services Member
Jennifer Cullen	Social Services Member

Staff Present:

Michael Tree	LAVTA
Christy Wegener	LAVTA
Kadri Kulm	LAVTA
Juana Lopez	MTM
Angela Swanson	LAVTA
Nikki Diaz	LAVTA

Members of the Public:

A. Jennifer Cullen asked that the WAAC discuss expanding the LAVTA Dial-a-Ride service area to the San Ramon Kaiser at their next meeting.

2. 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.

3. Minutes of the July 1, 2015 Meeting of the Committee

Approved.

Hastings/Waltz

Costello and Cullen abstain

4. WAAC Bylaws Amendment to Add PAPCO Representative Position

Staff updated the committee that the Projects and Services committee has recommended adding this position to the full board. LAVTA's representative to PAPCO is Esther Waltz who has submitted her application to serve on WAAC.

5. Comprehensive Operational Analysis (COA) Update

Staff updated the committee on the ongoing LAVTA's comprehensive fixed route operational analysis. The second round of public meetings to present service alternatives will take place on the week of October 26. Staff has asked the Seattle-based consultant team to meet with the WAAC during the same week to gather feedback. To accommodate the consultant team staff recommended and the committee agreed to move the next WAAC meeting from November 4th to Wednesday, October 28 from 3pm - 5pm.

6. Clipper Card Update

The current revenue-ready timeframe for the Clipper card is mid-October and it will be a soft launch. The more heavy promotion is scheduled to take place at the end of October, but all dates are subject to change. LAVTA will still continue using its paper fare media, such as the senior and disabled monthly passes.

7. Dial-A-Ride Fourth Quarter Report

During the fourth quarter of the FY2015 LAVTA's Dial-A-Ride ridership has continued to increase (more than 10% increase compared to the same three months the fiscal year prior). The on-time performance for the same time period was 97.6% and the number of complaints decreased from 42 to fiscal year prior to only 2 valid complaints. Pam Deaton suggested we discuss Parataxi ridership at the next meeting.

8. PAPCO Report

Esther Waltz reported on the latest PAPCO meeting.

9. Dial-A-Ride Operational Issues – Suggestions for Changes

Jennifer Cullen reported that a caregiver told her that a passenger had waited for three hours for a pickup from the Livermore Kaiser. She encouraged the caregiver of the passenger to file a complaint with LAVTA. Staff indicated that there was no complaint filed.

Nancy Barr complemented the Dial-A-Ride drivers who come and pick her up on Sundays.

10. Fixed Route Operational Issues – Suggestions for Changes

Carmen Rivera-Hendrickson reported a bus stop behind the fairground next to the gate 12 that doesn't have a sidewalk.

Esther Waltz reported that west bound on Stoneridge and Santa Rita there is a tree that needs serious trimming.

Herb Hastings said that he is working with the staff as well as the board members on improvements for two bus stops – one of them being a Rapid stop at the Bankhead and the other one on First and Neal.

11. Adjourn

The meeting was adjourned at 4:15 pm.

AGENDA

ITEM 4



Wheels Accessible Advisory Committee

WAAC

SUBJECT: Wheels Forward: Service Alternatives

FROM: Christy Wegener, Director of Planning and Communications

DATE: October 28, 2015

Action Requested

This is an information item for review and discussion.

Background

As a part of the Wheels Comprehensive Operational Analysis (COA), the Planning Team has developed three service alternative scenarios.

Discussion

The primary goal of the LAVTA Comprehensive Operational Analysis (COA) is to improve transit service in the Tri-Valley area. Convenient and cost-effective transit service requires an appropriate balance of coverage, frequency, and service span.

Prior to developing any recommendations, existing ridership, on-time performance, travel patterns, and demographic data were analyzed. Public meetings, stakeholder meetings, an on-line survey, and a non-user household telephone survey all indicated that later service, more frequent service, and better connections to BART are some of the improvements desired most by riders and non-riders.

The outreach and market assessment indicate that there is more demand for service than there are existing resources. These initial recommendations are intended to offer options for improving service within the existing budget.

Each of the three initial scenarios that have been developed are designed to address existing mobility challenges, find the most productive markets, and address operational issues. Four common themes are introduced that guided the development of the scenarios.

- **Improve Ridership and Farebox Recovery Ratio of the Rapid** – The Metropolitan Transportation Commission (MTC) has a mandated 20% farebox recovery ratio (the percentage of costs covered by fares). The

Rapid currently only has a farebox recovery ratio of 14-15%. Reducing duplication of service with other routes, changing the alignment to focus on the most productive areas, and adding new ridership destinations are all strategies recommended in the scenarios.

- **Improve Access to BART** – The market research and household telephone survey clearly indicated that BART was a primary destination for Tri-Valley residents. Parking at the BART stations is at capacity, and residents are looking for other options. Improving access was a primary goal of the scenarios.
- **Reduce Duplication of Service** – An examination of the existing system map shows significant overlaps of service. One route in a given corridor is easier for potential riders to understand and reduces the chances that multiple routes are chasing the same market. The scenarios reduce duplication of service between the Rapid, local routes, and County Connection service.
- **Simplify the Service** – The existing service consists of many routes that are one-way loops and include deviations. In addition, several routes have one alignment on weekdays and another on weekends, which is confusing to potential customers. The scenarios focus on reducing one-way loops, making service more direct, and operating consistently seven days a week.

The overall goal of the scenarios is to improve ridership and utilization of the service. The three scenarios developed are as follows:

- **Scenario 1 – Coverage:** The goal of this scenario is to maintain as much of the existing route coverage while also improving ridership potential. (Attachment 1)
- **Scenario 2 – Core:** The goal of this scenario is focus more on core routes through the Tri-Valley area. (Attachment 2)
- **Scenario 3 – Hybrid:** The goal of this scenario is create a hybrid between the two previous scenarios. (Attachment 3)

Next Steps

The three scenarios will be presented at a series of community meetings on October 27, 28 and 29.

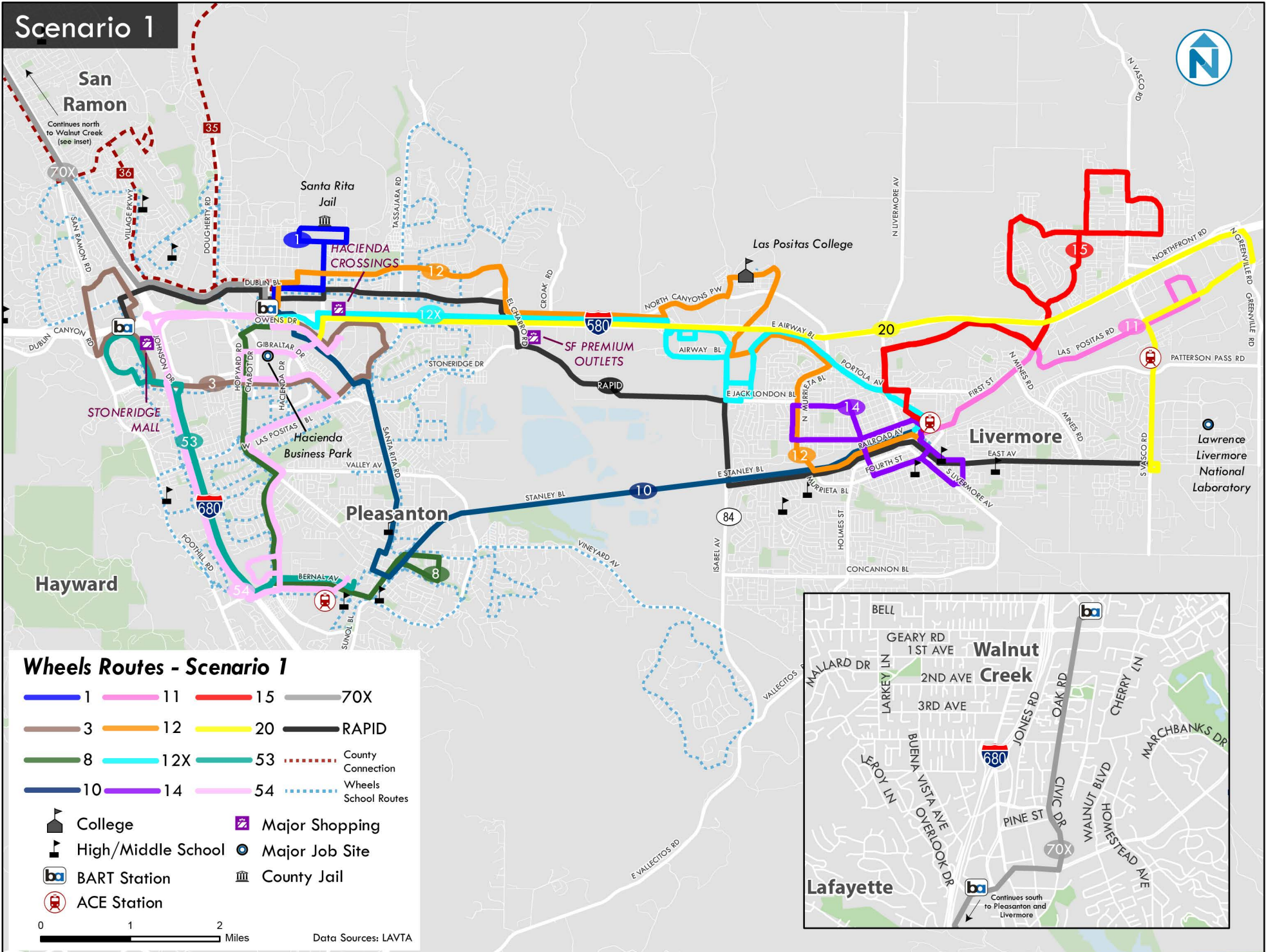
Recommendation

None – information only

Attachments

1. Map - Scenario 1
2. Map - Scenario 2
3. Map – Scenario 3
4. Scenario service level summaries

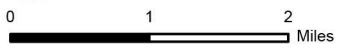
Scenario 1



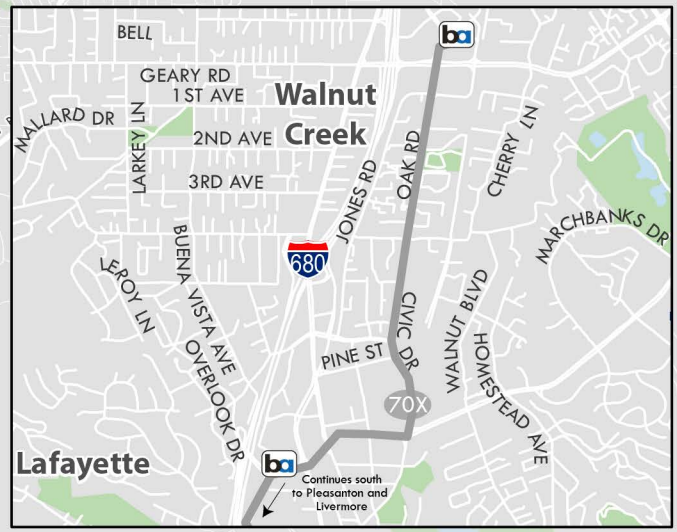
Wheels Routes - Scenario 1

- 1 11 15 70X
- 3 12 20 RAPID
- 8 12X 53 County Connection
- 10 14 54 Wheels School Routes

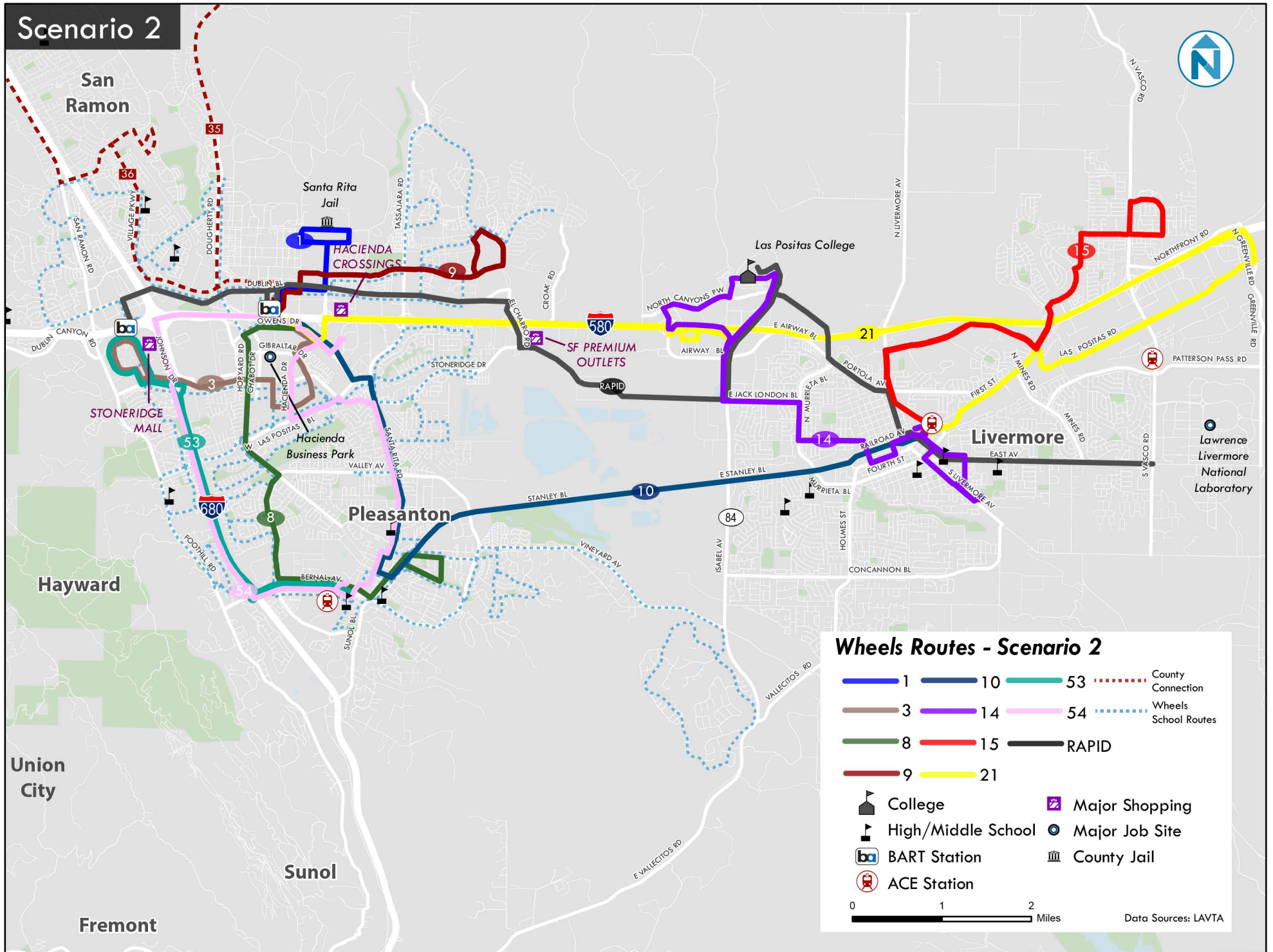
- College
- High/Middle School
- BART Station
- ACE Station
- Major Shopping
- Major Job Site
- County Jail



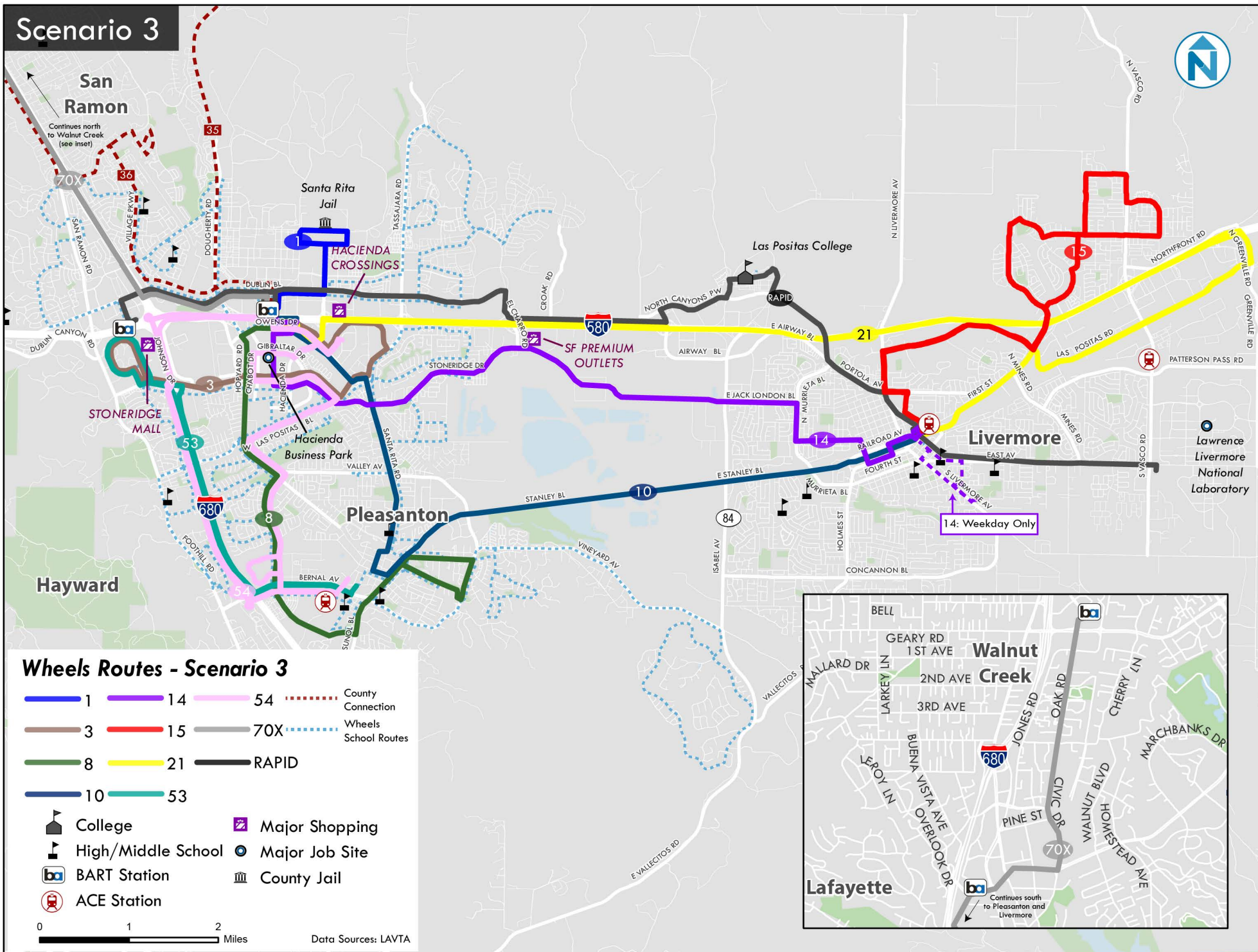
Data Sources: LAVTA



Scenario 2



Scenario 3

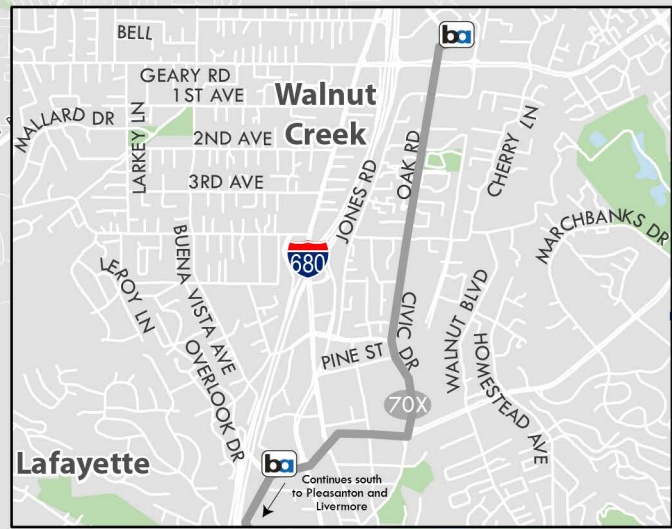


Wheels Routes - Scenario 3

1	14	54	County Connection
3	15	70X	Wheels School Routes
8	21	RAPID	
10	53		

College	Major Shopping
High/Middle School	Major Job Site
BART Station	County Jail
ACE Station	

0 1 2 Miles Data Sources: LAVTA



SCENARIO 2

Route	Frequency (Minutes between Arrivals)					Span		
	Weekday AM and PM Peak	Weekday Midday	Weekday Evening	Saturday	Sunday	Weekday	Saturday	Sunday
Rapid	15	15	30	60	60	5 AM – 11 PM	5 AM – 10 PM	5 AM – 10 PM
Route 1	30	30	30	30	30	6 AM – 9 PM	8 AM – 9 PM	8 AM – 9 PM
Route 2	–	–	–	–	–	–	–	–
Route 3	30	60	30	30	30	6 AM – 9 PM	8 AM – 9 PM	8 AM – 9 PM
Route 8	30	30	30	60	60	7 AM – 9 PM	8 AM – 9 PM	9 AM – 2 PM
Route 9	30	30	30	–	–	8 AM – 8 PM	–	–
Route 10	15	15	30	15	30	5 AM – 1 AM	6 AM – 1 AM	6 AM – 1 AM
Route 11	–	–	–	–	–	–	–	–
Route 12	–	–	–	–	–	–	–	–
Route 12X	–	–	–	–	–	–	–	–
Route 14	30	30	30	60	60	7 AM – 8 PM	7 AM – 8 PM	7 AM – 8 PM
Route 15	30	60	60	60	60	6 AM – 12 AM	6 AM – 10 PM	7 AM – 9 PM
Route 20	–	–	–	–	–	–	–	–
Route 21	30	–	–	–	–	6 AM – 9 AM 4 PM – 6 PM	–	–
Route 51	–	–	–	–	–	–	–	–
Route 53	75	–	–	–	–	6 AM – 9 AM 4 PM – 7 PM	–	–
Route 54	60	–	–	–	–	7 AM – 8 AM 4 PM – 6 PM	–	–
Route 70X	–	–	–	–	–	–	–	–
Route 70XV	–	–	–	–	–	–	–	–

SCENARIO 3

Route	Frequency (Minutes between Arrivals)					Span		
	Weekday AM and PM Peak	Weekday Midday	Weekday Evening	Saturday	Sunday	Weekday	Saturday	Sunday
Rapid	15	15	30	60	60	5 AM – 11 PM	5 AM – 10 PM	5 AM – 10 PM
Route 1	30	30	30	60	60	6 AM – 9 PM	8 AM – 9 PM	8 AM – 9 PM
Route 2	–	–	–	–	–	–	–	–
Route 3	30	60	60	60	60	6 AM – 9 PM	8 AM – 9 PM	8 AM – 9 PM
Route 8	30	30	30	60	60	6 AM – 9 PM	8 AM – 9 PM	8 AM – 9 PM
Route 9	–	–	–	–	–	–	–	–
Route 10	15	15	30	30	30	5 AM – 1 AM	6 AM – 1 AM	6 AM – 1 AM
Route 11	–	–	–	–	–	–	–	–
Route 12	–	–	–	–	–	–	–	–
Route 12X	–	–	–	–	–	–	–	–
Route 14	30	60	60	60	60	7 AM – 8 PM	8 AM – 9 PM	8 AM – 9 PM
Route 15	30	60	60	60	60	6 AM – 12 AM	6 AM – 10 PM	7 AM – 9 PM
Route 20	–	–	–	–	–	–	–	–
Route 21	30	–	–	–	–	6 AM – 9 AM 4 PM – 6 PM	–	–
Route 51	–	–	–	–	–	–	–	–
Route 53	75	–	–	–	–	6 AM – 9 AM 4 PM – 7 PM	–	–
Route 54	60	–	–	–	–	7 AM – 8 AM 4 PM – 6 PM	–	–
Route 70X	30	–	–	–	–	6 AM – 8 AM 4 PM – 6 PM	–	–
Route 70XV	–	–	–	–	–	–	–	–

AGENDA

ITEM 5



Wheels Accessible Advisory Committee

WAAC

SUBJECT: Paratransit Comprehensive Assessment

FROM: Christy Wegener, Director of Planning and Communications

DATE: September 28, 2015

Action Requested

None – Information only

Background

This staff report is meant to provide the WAAC with information on a plan to complete an overall assessment of LAVTA’s Paratransit service delivery model, and an evaluation of Paratransit services in the Tri-Valley.

Discussion

As the Committee is aware, the number of Paratransit/Dial-A-Ride trips has been increasing month over month for at least the past year. The following charts represents the number of annual trips and the cost per trip between 2012 and 2017:

Fiscal Year	Contractual Cost per Trip	Actual Annual trips	Annual cost
2012	\$25.00 (ALC)	40,932	\$1,023,300
2013	\$25.50	41,855	\$1,067,302
2014	\$26.01	43,731	\$1,178,428
2015	\$31.87 (MTM)	46,441	\$1,480,075
2016	\$32.51	TBD	TBD
2017	\$33.16	TBD	TBD

Additionally, revenues from Transportation Development Act (TDA) 4.0, which are traditionally used for fixed route operating/capital costs, have been utilized to cover the Paratransit costs not covered by passenger fares, Federal Transit Administration (FTA) funds, State Transportation Assistance (STA)

Paratransit funds, TDA 4.5 Paratransit funds, and Measure B funds. The following chart represents the TDA 4.0 funds used to cover Paratransit costs:

Fiscal Year	TDA Revenues used for Paratransit costs
2012	\$351,724.94
2013	\$410,100.81
2014	\$519,138.79
2015 (preliminary)	\$709,262.83

Because of the new Measure BB funds expected to be received in FY2016, the TDA 4.0 revenues needed to cover Paratransit costs are expected to be reduced, but not eliminated. Measure BB is expected to provide \$275,133.10 per year in Paratransit operating revenue in FY2016.

In June 2015, Staff presented an information item to the Projects and Services Committee in response to Committee questions about the increase in Paratransit trips (Attachment 1). As the report indicates, there has been a significant increase in the number of Paratransit trips, largely due to group trips provided to social service agencies as well as individual trips provided to dialysis centers.

Moving forward, staff is looking at how to plan for the future and, through discussions with Pleasanton Paratransit Services (PPS), recommends completing a comprehensive assessment of the Paratransit services in the Tri-Valley. This would include an evaluation of existing Paratransit services, market assessment, peer review, community outreach, utilization analysis, ridership forecasts, and recommendations for modifications with a plan for implementation. In addition, the assessment would identify opportunities for collaboration and efficiencies with PPS.

In completing a comprehensive assessment, there are several areas that may be examined for modification. These include but are not limited to:

Service Area: The Americans with Disabilities Act (ADA) requires that complementary paratransit services be provided no less than 3/4 miles from a fixed route bus line. LAVTA's paratransit service area is extended to all the cities in the Tri-Valley, and as far north as San Ramon medical center (Attachment 2), beyond the 3/4 mile boundary of the fixed route system.

Functional Assessments: ADA allows agencies to assess the passenger's ability to utilize (or not utilize) the fixed route bus system based on trip purpose. Currently, LAVTA certifies a passenger as ADA eligible with an application signed by their doctor. However, many other agencies who provide Paratransit service require in-person functional assessments to determine whether a passenger may be eligible to ride fixed route buses for particular trips.

Subscription Trips: ADA does not require that an agency offer subscription trips, which are trips that are scheduled to occur at regular intervals (i.e. once per week) that do not require the customer to call and make a reservation. The majority of the current subscription trips are for adult daycare programs and dialysis. Currently, 54% of LAVTA's monthly paratransit trips are provided via subscription services.

Group Trips: Providing group trips to and from the social service centers and activity sites could be examined.

Negotiating Pickup Time: Currently, a paratransit trip can be scheduled at any time requested by the passenger and pickups occur within a 30-minute window. ADA allows for an agency to negotiate a pick-up time up to one hour before and after the requested time.

Fare: The current fare to ride Paratransit is \$3.50. ADA allows agencies to charge up to double the base fixed route fare for paratransit trips. LAVTA may want to explore a fare increase for Paratransit trips.

Next Steps

Staff would like to explore grant funding for this project in FY2016.

Attachments

1. Staff Report on the Increase in Paratransit Trips (June 2015)
2. LAVTA Paratransit Service Area Map

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: ADA Paratransit Ridership Increase Analysis

FROM: Kadri Klm, Paratransit Planner

DATE: June 22, 2015

Action Requested

Information only.

Background

Over the last few months there has been a noticeable increase in LAVTA's ADA paratransit (Dial-A-Ride) ridership when comparing it to the same months the year prior. Staff has been evaluating this phenomenon in more detail.

Discussion

Staff compared the 11-month period of July 1, 2014 to May 31, 2015, to the same months the fiscal year prior for the number of total one way trips provided as well as the number of total passengers served (see attached chart). Of particular note is the increase in number of passengers between January and May of 2015, which averages more than a 17% increase each month as compared to the same months in the previous year.

Looking further into the ridership increases during these five months, a staff analysis revealed that the destination with the most significant ridership increase was from the "Go Group Program" of Futures Explored, Inc. in Livermore, which is a day program for the developmentally disabled. The total number of rides to this program from January to May 2015 was 1,232 compared to the 514 trips that were provided from January to May, 2014, which represents a 140% increase in rides.

Staff learned through a site visit that program administrators of the Go Group Program were previously providing rides to clients. However, due to a reduction in funding, were now encouraging clients to ride the Wheels ADA paratransit system. Staff will continue meeting with Futures Explored, Inc. to find the most efficient way to transport its clients.

Additionally, staff noted that a significant ridership increase (24.6%) was from Livermore's DaVita dialysis center. Staff is currently reaching out to DaVita to better understand the increases, but notes that other ADA paratransit providers in the region are experiencing similar increases from this company.

Recommendation
Information only.

Attachments

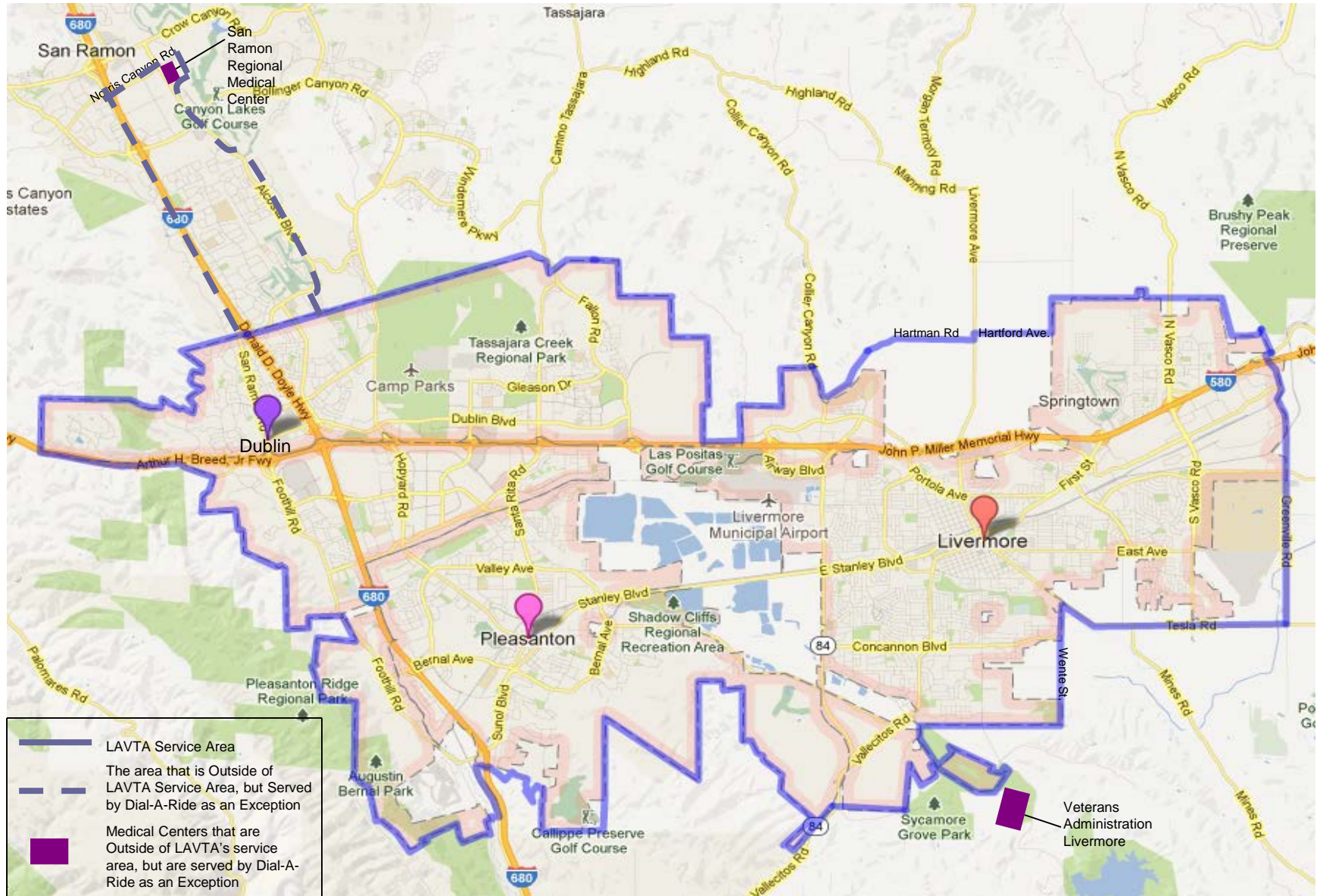
1. Chart comparing Trips and Ridership

Attachment #1

Comparison of Trips and Ridership on Wheels Paratransit Service
July 2014 through May 2015

	# of Trips FY 2015	# of Trips FY 2014	% Change from Last Year	# of Total PAX in FY2015	# of Total PAX in FY2014	% Change from Last Year
July	3,759	3,599	4.45%	4,767	3,893	22.45%
August	3,472	3,740	-7.17%	4,284	4,047	5.86%
September	3,532	3,539	-0.20%	4,207	3,851	9.24%
October	4,064	3,966	2.47%	4,744	4,284	10.74%
November	3,175	3,411	-6.92%	3,670	3,707	-1.00%
December	3,436	3,473	-1.07%	4,041	3,762	7.42%
January	3,838	3,503	9.56%	4,517	3,789	19.21%
February	3,890	3,569	8.99%	4,674	3,885	20.31%
March	4,279	3,874	10.45%	5,179	4,178	23.96%
April	4,401	4,063	8.32%	5,179	4,401	17.68%
May	4,259	3,525	20.82%	4,978	4,193	18.72%
TOTAL:	42,105	40,262	4.58%	50,240	43,990	14.21%

Attachment 2: LAVTA Service Area



AGENDA

ITEM 6



Wheels Accessible Advisory Committee

WAAC

SUBJECT: Para-Taxi Ridership Summary

FROM: Kadri Klm, Paratransit Planner

DATE: October 28, 2015

Action Requested

Information only

Background

This report is intended to provide the Committee with a summary of LAVTA's Para-Taxi program ridership.

Discussion

	Total # of Rides	Total Fare	LAVTA Reimbursement	Cost to Rider	Ave # of Rides per Month	Ave Total Fare	Ave LAVTA Reimbursement	Ave Cost to Rider
FY 2008	50	\$513.00	\$352.13	\$160.88	4	\$10.26	\$7.04	\$ 3.22
FY 2009	138	\$1,940.75	\$1,121.38	\$819.38	12	\$14.06	\$8.13	\$ 5.94
FY 2010	262	\$3,848.25	\$2,148.85	\$1,699.40	22	\$14.69	\$8.20	\$ 6.49
FY 2011	610	\$10,745.74	\$7,798.79	\$2,937.85	51	\$17.62	\$12.78	\$ 4.82
FY 2012	1264	\$21,487.16	\$15,981.81	\$5,570.14	105	\$17.00	\$12.64	\$ 4.41

FY 2013	1321	\$20,004.18	\$15,777.81	4,170.82	110	\$15.14	\$11.94	\$ 3.16
FY 2014	1406	\$29,036.98	\$19,711.75	\$9,325.29	117	\$20.65	\$14.02	\$ 6.63
FY 2015	1421	\$21,287.23	\$16,130.54	\$5,156.69	118	\$14.98	\$11.35	\$ 3.63

The table above shows the Para-Taxi ridership statistics since the program's inception in FY 2008. The ridership has increased over the years from 50 rides total in FY 2008 to 1,421 rides in FY 2015.

Next Steps

None

Recommendation

None – information only.

AGENDA

ITEM 8



Wheels Accessible Advisory Committee

WAAC

SUBJECT: LAVTA's ADA Paratransit Eligible Riders Database

FROM: Kadri Klm, Paratransit Planner

DATE: October 28, 2015

Action Requested

Information only

Background

This report is intended to provide the Committee with a summary of LAVTA's ADA Paratransit Eligible Riders Database.

Discussion

As of October 21, 2015 LAVTA has 1,494 eligible riders in its Regional Eligibility Database (RED). About half of these eligible riders are active riders meaning that they have used Wheels Dial-A-Ride service at least once in the past 12 months. In FY14 LAVTA certified 344 and in FY15 321 new applicants to the Dial-A-Ride program. In average LAVTA receives around 26-29 new applications per month.

During the current fiscal year however LAVTA has been seeing an unusually high influx of applications from one of the Tri-Valley nursing homes that has sent us approximately 50 applications over a few week period, which is more than the total number of applications the agency is used to receive in a one month period.

Next Steps

None

Recommendation

None – information only.

AGENDA

ITEM 9



Wheels Accessible Advisory Committee

WAAC

SUBJECT: LAVTA's ADA Paratransit Service Area

FROM: Kadri Klm, Paratransit Planner

DATE: October 28, 2015

Action Requested

This is a discussion item.

Background

At the last WAAC meeting there was a request to discuss considering providing service to the newly opened Kaiser facility in San Ramon.

Discussion

The current Dial-A-Ride Operations policy states the following:

1.8 Service Area

Dial-A-Ride service area is complementary to the LAVTA fixed route service area and generally consists of the cities of Livermore, Dublin, and Pleasanton. See Attachment A for the Dial-A-Ride service area map

1.8.1. Livermore Veterans Affairs Medical Center Service Area Extension

The Livermore Veterans Affairs Medical Center is located in unincorporated Alameda County, south of the City of Livermore. Direct service between the Dial-A-Ride service area and this medical facility is provided as an extension of the regular service area.

1.8.2. Southern portion of San Ramon Service Area Extension

LAVTA and the Central Contra Costa Transit Authority have a reciprocal agreement that allows each operator to provide direct service from one system to the other, allowing a passenger to avoid the transfer at the Dublin/Pleasanton BART station if the transfer would have an undue negative effect on the passenger.

As a general rule, given the very close proximity and boundaries of the two service areas, the reciprocal agreement provides for direct service between the Dial-A-Ride service area and the southern portion of San Ramon, bordered by the I-680 to the West, Norris Canyon Road to the North, Alcosta Boulevard to the East, and the City of Dublin city limits to the South.

LAVTA currently serves the San Ramon Medical Center directly (without having to transfer to the County Connection LINK) as an exception given that the other end of the trip falls within the cities of Livermore, Dublin and Pleasanton. Kaiser San Ramon is located at 2300 Camino Ramon, San Ramon, CA 94583.

