

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

TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE

AGENDA

DATE: Wednesday, March 6, 2024
PLACE: LAVTA Offices, Diana Lauterbach Room,
1362 Rutan Court, Suite 100, Livermore, CA
TIME: 3:30 p.m.

TELECONFERENCE LOCATIONS

NONE

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

Documents received after publication of the Agenda and considered by the TAAC Committee in its deliberation will be available for inspection only via electronic document transfer, due to the COVID-19 outbreak. See the COVID-19 provisions outlined below. Please call or email the Front Desk during normal business hours if you require access to any such documents.

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.

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 Tuesday, January 9, 2024 at frontdesk@lavta.org. Please include "Public Comment – 1/10/2024" and the agenda item in the subject line. In the body of the email please include your name. Public comments submitted will be read during Public Comment and will be subject to the regular three-minute time restriction.

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://us02web.zoom.us/j/88469810964?pwd=S2FkQU9lT2l0ZmhVSmsyRGpaSlFuUT09>
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.

How to listen only to the meeting:

- For audio access to the meeting by telephone, use the dial-in information below:
Dial: 1 (669) 900-6833
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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

If you are submitting public comment via email, please do so by 1:00 p.m. on Tuesday, January 9, 2024 to frontdesk@lavta.org. Please include “Public Comment – 1/10/2024” 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 read during Public Comment and will be subject to the regular three-minute time restriction

	Action Recommended by Staff	
1. Call to Order		3:30
2. Roll Call		
3. Approval of Agenda and Modifications if necessary	Action	
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)	Information	3:32
5. Minutes of the January 10, 2023 meeting (please review prior to meeting)	Action	3:35
6. Annual Dial-A-Ride Customer Satisfaction Survey	Information	3:40
7. LAVTA Paratransit Program Plan Submission for Alameda CTC for FY25	Information	3:50
8. TAAC Recruitment for Terms Starting FY25	Information	3:55
9. Go Tri-Valley Update	Information	4:05
10. PAPCO Report	Information	4:15
11. Service Updates and Concerns	Discussion	4:20
12. Adjournment		4:30

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

Kadri Kulm

LAVTA Administrative Services Department

2/29/2024

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 5

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

Tri-Valley Accessible Advisory Committee

DATE: Wednesday, January 10, 2024

PLACE: LAVTA Administrative Office

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The TAAC Chair Zack Silva called the meeting to order at 3:32 pm.

Members Present:

Shawn Costello	City of Dublin – Alternate
Judy LaMarre	City of Livermore
Susan O’Neill	City of Livermore – Alternate
Sue Tuite	City of Pleasanton
Herb Hastings	County of Alameda
Zack Silva	Social Services
Esther Waltz	PAPCO Representative

Staff Present:

Michael Tobin	LAVTA
Kadri Kulm	LAVTA
Regina Flores	MV Transit
Daisha Smith	MV Transit
Laura Corona	Transdev
Christian Sanchez	Trandev
Victor Carranza	Big Star Transit
Princess Rhoades	Big Star Transit

Others:

John Sanderson	CCCTA
Rosa Noya	CCCTA

2. **Roll Call**
3. **Approval of Agenda and Modifications in necessary**
Costello/Waltz
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 1, 2023 meeting of the Committee**
Approved.
Tuite/Waltz
6. **Annual Dial-A-Ride Customer Satisfaction Survey**
Staff informed the committee on the upcoming annual Dial-A-Ride customer satisfaction survey that will be conducted online and over the phone. Currently eligible ADA paratransit passengers will also be receiving a postcard in the mail about the survey. The survey is expected to be completed by end of February.
7. **Alameda CTC 2024 Discretionary Grant Program**
Staff presented to the committee LAVTA's funding request for Alameda County Transportation Commission's 2024 Discretionary Grant Program. The request includes Mobility Management, Para-Taxi PEX, and One Seat Ride Program components.
TAAC recommended that Staff submit 2024 Paratransit Discretionary Grant application(s) to Alameda County Transportation Commission.
Approved.
Hastings/Costello
8. **PAPCO Report**
Esther Waltz updated the committee on the latest PAPCO meeting. The next PAPCO meeting will be on January 22nd.
9. **Service Updates and Concerns**
John Sanderson, County Connection's new Director of ADA and Specialized Services, introduced himself to the committee.

Judy LaMarre reported she was told incorrect information when trying to make a ride reservation. Staff responded that these kinds of issues should be reported to the staff as soon as possible by calling Customer Service at 925-455-7500 or by filling out an online customer service form. All complaints reported this way will

be recorded, investigated, and followed up, and the call will be forwarded to an appropriate staff member if needed.

Herb Hasting reported that fixed route buses do not always pull up to the stop parallel to the curb, and as a result, it is difficult to get on and off.

Herb Hasting asked about the status of Clipper for ADA paratransit. John Sanderson said that this is in the works region-wide, but it not quite as straight forward process because there is a lot of backend things to be worked out.

Esther took BART late in the evening, but had difficult time catching a Wheels bus from the BART station. Staff responded that the span of service is being increased with the upcoming service change.

10. Adjournment

Meeting adjourned at 4:16 pm.

AGENDA

ITEM 6

STAFF REPORT

SUBJECT: Dial-A-Ride Customer Satisfaction Survey 2023

FROM: Kadri Klm, Paratransit Planner

DATE: March 6, 2024

Action Requested

None – information only.

Background

LAVTA performs annual Dial-A-Ride surveys to assess customer satisfaction in order to continually improve service.

Methodology

The latest survey was conducted in January/February 2024 and the methodology for the customer satisfaction survey incorporated telephone, and online surveys. In an effort to ensure there is a diverse group of respondents, a combination of active and non-active riders was polled.

The survey was administered by a third-party vendor QMR, and a total of 272 Dial-A-Ride surveys were completed, which included 229 phone surveys and 43 online surveys. QMR used a variety of methods to reach those who had used the service in 2023, including sending postcards, emails and texts, and making multiple attempts to reach the riders by phone. Overall, as many as 10 attempts were made to complete the survey with the current users.

The surveyors asked the 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.

Discussion

High mean ratings persist across diverse aspects of all riders' experience, with ratings of at least a 4 on a 5-point scale for nearly everyone surveyed. Notably, driver timeliness stands out as the only exception, still garnering a commendable 3.7 overall rating. Compared to the 2022 ratings, riders are notably more enthusiastic than in the previous year about their overall satisfaction with the drop off (+.41) and ride (+.32), their not encountering problems with the phone menu (+.39), and the driver offering assistance (+.28). Given methodological differences between 2022 and other years, QMR analyzed the differences between 2023 and 2022 along with 2023 and 2021. Compared to the 2021 ratings, there are no significant differences between 2023 and 2021.

New questions relating to wheelchair and scooter usage show one-third of all riders use one, and these riders accord an extremely high mean rating of 4.5 for the device being safely secured.

New demographic questions were posed this year. Notable demographic statistics include the following: nearly half of all riders live below the federal poverty level, and one-third of riders are people of color.

Recommendation

None – information only.

AGENDA

ITEM 7

STAFF REPORT

SUBJECT: Annual Program Submittal for Alameda CTC Measure BB
Funding for FY25

FROM: Kadri Klm, Paratransit Planner

DATE: March 6, 2024

Action Requested

This is an informational item.

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 is 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 (2024/2025) is \$961,972.

Attached is the draft LAVTA's Annual program plan, which is due to Alameda CTC on February 29, 2024.

Recommendation

Information only.

Attachments:

1. Annual Submittal for Alameda CTC for Measure BB Funding
2. Attachment Tables
3. Alameda CTC Measure BB Preliminary Projections



FY 2024-25 Annual Paratransit Program Plan Application for Measure BB Funding

1111 Broadway, Suite 800, Oakland, CA 94607

• 510.208.7400

• 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 2024-25 Program Plan Excel workbook contains a tab to report on FY 2022-23 performance and budget (Attachment Table A). The FY 2022-23 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 2022-23 compliance report.*
3. References:
 - a. FY 2024-25 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2024)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised October 2023)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 29, 2024 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 24-25 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY24-25_Paratransit_Program_Application.doc).

If you have questions, please contact Krystle Pasco via email or phone at (510) 208-7467 or kpasco@alamedactc.org.

FY 2024-25 Annual Paratransit Program Plan Application Due by February 29, 2024

CONTACT INFORMATION	
Agency:	Livermore Amador Valley Transit Authority
Contact Name:	Kadri Klm
Title:	Paratransit Planner
Phone Number:	925-455-7555
E-mail Address:	kkulm@lavta.org

Date Submitted: 02/29/24_____

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), Measures B and 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 October 2023 (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 "premium" service (e.g. same-day).

- **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 \$30, 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. Explain the impact of the COVID-19 pandemic on your FY 2022-23 program.

The impact from COVID-19 pandemic has caused about 30% decrease in LAVTA's ADA paratransit ridership in FY22-23 compared to the pre-pandemic ridership levels. The total ridership in FY22 was 22,454 passengers and in FY23 26,892 rides.

B. Provide a short narrative description of your agency's FY 2024-25 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 operates the longest of all.

LAVTA applied for ACTC Paratransit Discretionary Gap Grant funds for grant period starting on July 1, 2025 to implement a comprehensive mobility program called "Wheels Access – Expanding Mobility Options in the Tri Valley". The Wheels Access Program includes three principal project components: (1) establishing a new Mobility Management program to provide individualized consultation and travel training targeting seniors and persons with disabilities, (2) continuing the popular Para-Taxi Reimbursement/PEX Debit Card program, which provides a same-day accessible travel option, and (3) providing operating support within Alameda County for the multi-jurisdictional One Seat Ride program, an enhanced ADA paratransit service developed in response to long-standing community requests.

C. 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 the ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through the Para-Taxi service. Seniors and people with disabilities can travel on fixed route for half fare.

D. 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

E. 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

2. Will your agency's program for FY 2024-25 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 22, 2024)

3. **If proposing any service or program changes in FY 2024-25 from the current year, FY 2023-24, 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 applied for ACTC Paratransit Discretionary Gap Grant funds for grant period starting on July 1, 2025 to implement a comprehensive mobility program called "Wheels Access – Expanding Mobility Options in the Tri Valley". The Wheels Access Program includes three principal project components: (1) establishing a new Mobility Management program to provide individualized consultation and travel training targeting seniors and persons with disabilities, (2) continuing the popular Para-Taxi Reimbursement/PEX Debit Card program, which provides a same-day accessible travel option, and (3) providing operating support within Alameda County for the multi-jurisdictional One Seat Ride program, an enhanced ADA paratransit service developed in response to long-standing community requests. LAVTA also anticipates starting in person ADA paratransit eligibility assessments again in FY25.

4. **Looking ahead, beyond FY 2024-25, 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 recovery of Bay Area public transit network in post-pandemic future. The BRTF favors regional connectivity among other things.

As the partnership with the County Connection continues LAVTA expects more streamlining of services as well as policies (no-show/late cancellation policy, etc.) in the future. These potential future changes will go through the TAAC and would have 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 2024-25 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 2023-24 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)

LAVTA applied for ACTC Paratransit Discretionary Gap Grant funds for grant period starting on July 1, 2025 to implement a comprehensive mobility program called “Wheels Access – Expanding Mobility Options in the Tri Valley”. The Wheels Access Program includes three principal project components: (1) establishing a new Mobility Management program to provide individualized consultation and travel training targeting seniors and persons with disabilities, (2) continuing the popular Para-Taxi Reimbursement/PEX Debit Card program, which provides a same-day accessible travel option, and (3) providing operating support within Alameda County for the multi-jurisdictional One Seat Ride program, an enhanced ADA paratransit service developed in response to long-standing community requests.

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 passenger 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 Board approves any policy changes.

User feedback is also sought through our Customer Service database system as well as 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.

This year 272 customer satisfaction surveys were conducted (229 completed the survey on the phone, with another 43 completing the survey online). The table below shows the summary of findings and comparing these findings with the previous surveys.



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

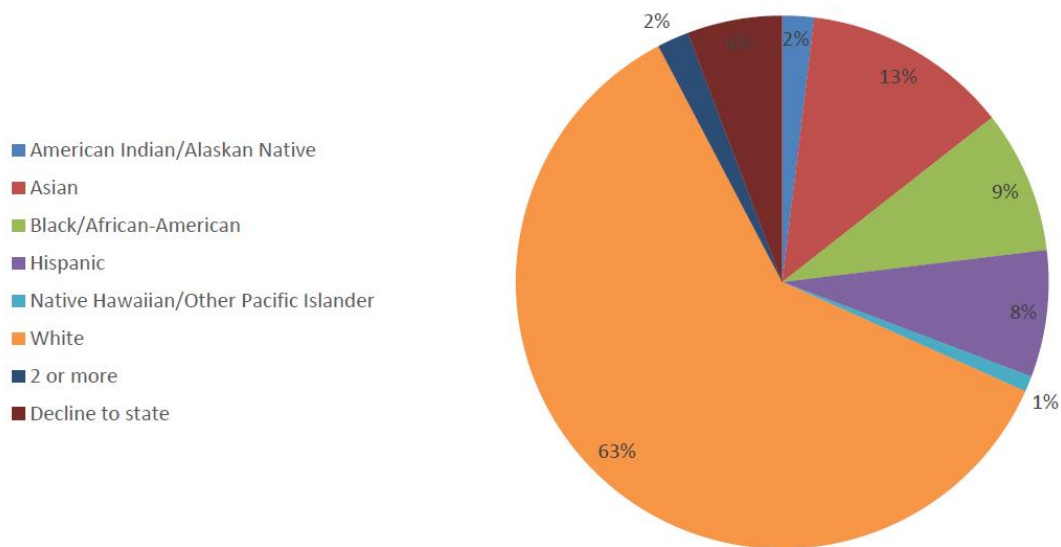
Given methodological differences between 2022 and other years, QMR is showing both the differences between 2023 and 2022 along with 2023 and 2021.

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

The Wheels Dial-A-Ride customer satisfaction survey in January/February, as always, was provided in English and Spanish. The survey methods include both phone survey and email/online survey. This year, 272 surveys were conducted that averaged 18 minutes in length. 229 completed the survey on the phone, with another 43 completing the survey online. A variety of methods were used to reach those who had used the service in 2023, including sending postcards, emails and texts, and making multiple attempts to reach the riders by phone. Overall, as many as 10 attempts were made to complete with the current users. New demographic questions were posed this year. Nearly half of all riders live below the federal poverty level. One-third of riders are people of color.



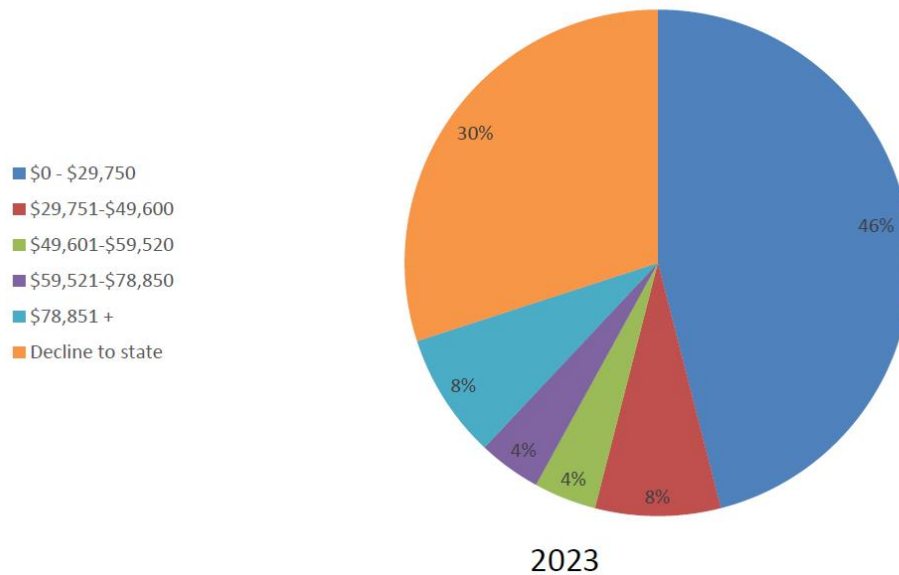
Race/Ethnicity



2023



Annual Household Income



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.

LAVTA applied for ACTC Paratransit Discretionary Grant funds to provide:

- Mobility Management
- Para-Taxi
- One Seat Ride Program

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 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. An additional feature – trip booking – was recently added into the My Transit App. The contractor (Transdev) is also looking into adding Chatbot to LAVTA website for additional ways to find out about the trip status and contacting a reservationist/dispatch.

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. This information is also available on LAVTA web site at www.wheelsbus.com.

ELIGIBILITY AND ENROLLMENT

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

LAVTA's ADA paratransit eligibility determination process includes two parts:

1. Paper application, which also includes the applicant's medical care professional's verification, and
2. In-person assessment

The primary eligibility criteria is being unable to utilize the fixed route bus system 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.

Applicants submit a completed application, which includes the applicant's Medical Care Professional verification. LAVTA will then schedule an in-person assessment.

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. LAVTA has not been conducting in-person assessments since the Covid-19 pandemic, but intends to resume this practice in FY25.

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. 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 complaint and, if requested, get back to the customer with the result. Complaints are tallied and reported to the Board monthly.

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 a very high performance standard for phone pick-up times – we expect phone calls to be answered within one minute 95% of the time (the industry standard is within three minutes). We did not meet that standard.

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

To provide passengers with more options and to help alleviate some demand on the call center, an additional feature – trip booking – was added into the Wheels Dial-A-Ride mobile My Transit App. The contractor (Transdev) is also looking into adding Chatbot to LAVTA website for additional ways to find out about the trip status and contacting reservations/dispatch.

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.

Registrants at beginning of FY 2022-23	1,245
Registrants at end of FY 2022-23	1,140
Current Registrants for FY 2023-24	900
Projected Registrants for FY 2024-25	1,000

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.

We expect the number of registrants to increase closer to the pre-pandemic levels.

16. What are the current program registrant demographics for FY 2023-24, if available? Fill in the boxes below.

Race/Ethnicity (include all that apply, individuals may be listed in multiple categories)	
American Indian or Alaska Native	4
Asian	35
Black or African American	24
Hispanic or Latino	21
Native Hawaiian or Other Pacific Islander	3
White	172
Two or More Races/Ethnicities	5
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	703 (all Mobility category combined. Including SCI and TBI)
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	113
Hearing	35
Cognitive/Learning	237 (all Cognitive category combined, including Learning and Psychological)
Psychological	
Invisible	
Household Income	
< \$29,750	122
\$29,751-\$49,600	22
\$49,601-\$59,520	10
\$59,521-\$78,850	10
> \$78,851	20

A. Based on the current program demographics, describe any demographic trends you foresee for FY 2024-25.

We expect the demographics to remain about the same. LAVTA collects the disability statistics based on categories in the ADA paratransit Regional Eligibility Database RED, which are Cognitive, Mobility, Vision, Hearing, and Other. LAVTA added the race/ethnicity and income questions to Wheels Dial A Ride application on August 23, 2022. LAVTA also added the ethnicity and income questions to our annual paratransit customer satisfaction survey.

17. Do you expect the total number of one-way trips provided by your program in FY 2024-25 to increase, decrease or stay the same compared to the current year, FY 2023-24? Why?

LAVTA is anticipating increase in ridership. The ridership has gradually been increasing throughout the current FY compared to the last, and we expect this trend to continue.

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.

Number of trips provided to consumers who require an accessible vehicle in FY 2022-23	6,888
Number of trips provided to consumers who require an accessible vehicle in FY 2023-24 as of Dec. 31, 2023	3,847
Number of trips projected to consumers who require an accessible vehicle in FY 2024-25	9,000

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 2022-23, or to date in FY 2023-24.** 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.

FINANCES: PROGRAM REVENUE AND COST

- 23. Detail your FY 2024-25 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 B/BB discretionary grant, segregate the grant funding by entering it in the "Other Measure B/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 B/BB DLD funding at the end of FY 2024-25, as shown in Attachment Table C, please explain. How do you plan to expend these funds and when?**

We will not have any reserves.

MISCELLANEOUS

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

Alameda CTC FY 2024-25 Annual Paratransit Program Plan Application (July 1, 2024 - June 30, 2025)
Attachment Table A: Summary of Past Program Service, Performance, Revenue, and Costs (FY 2022-23)

Total FY 2022-23 Program Revenue (Measure B, Measure BB and all other funds available for FY 2022-23)	
Estimated Measure B Paratransit DLD reserve balance at the start of FY 2022-23	
Estimated Measure BB Paratransit DLD reserve balance at the start of FY 2022-23	
FY 2022-23 Measure BB DLD Paratransit revenue (Staff will confirm using Alameda CTC reports)	\$950,595
Total FY 2022-23 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$950,595
Total FY 2022-23 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns I, K, and L)	\$ 882,545
Total FY 2022-23 Program Revenue (Measure B, Measure BB and all other sources available for FY 2022-23) (Automatically calculated)	\$1,833,140

[illegible]

Attachment Table B: Description of Planned Program

[illegible][illegible]

Alameda CTC FY 2024-25 Annual Paratransit Program Plan Application (July 1, 2024 - June 30, 2025)
Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other funds available for FY 2024-25)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2023-24 (June 30, 2024)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2023-24 (June 30, 2024)	
Projected FY 2024-25 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$961,972
Total FY 2024-25 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$961,972
Total FY 2024-25 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns F, H, and I)	\$ 2,765,587
Total FY 2024-25 Program Revenue (Measure B, Measure BB and all other sources available for FY 2024-25) (Automatically calculated)	\$3,727,559

Service/Program Name		Total FY 2024-25 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2024-25)								Total Cost
Column A	Column B	Column C	Column D	Column E	Column F	Column G	Column H	Column I	Column J	Column K
Service/Program/Project Name <i>Automatically populated from prior sheet (column B)</i>	Quantity Planned for FY 2024-25 <i>Automatically populated from prior sheet (column Q)</i>	Amount of RESERVE Measure B Paratransit DLD funds to be EXPENDED	Amount of RESERVE Measure BB Paratransit DLD funds to be EXPENDED	Amount of FY 2024-25 Measure BB Paratransit DLD funds to be EXPENDED	Amount of OTHER Measure B/BB funds to be EXPENDED	What is the source of these OTHER Measure B/BB funds? (e.g. PDGP Grant, LSR, etc.)	Fare Revenue to be expended on service	Amount of all Non-Alameda CTC funds to be EXPENDED (not including fares)	What is the source of these non-Alameda CTC funds? (e.g. city funds, federal, state, etc.)	Total Cost (all sources) <i>Automatically calculated</i>
Wheels Dial-A-Ride	43,380			\$ 961,972			\$ 210,602	\$ 2,554,985	FTA,TDA,STA	\$ 3,727,559
0	0									\$ -
0	0									\$ -
0	0									\$ -
0	0									\$ -
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Totals	43,380	\$ -	\$ -	\$ 961,972	\$ -		\$ 210,602	\$ 2,554,985		\$ 3,727,559

Budget check (total revenue less total cost): \$0

PARATRANSIT DLD RESERVE BALANCES	Measure B	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2025:	\$0	\$0	\$0
Reserve balance as percent of FY 2024-25 Revenue*	N/A	0%	0%

*Alameda CTC's Timely Use of Funds policy looks at entire jurisdiction's fund balance.

Attachment Table D: Vehicle Fleet

Instructions: Please complete table below. If necessary, please contact your contractors to obtain the information.

[illegible]

5.1A

FY 2024-25 Measure BB Projection
December 2023 (Preliminary)¹
Paratransit Direct Local Distribution Funding²

Recipient	Measure BB
Alameda	\$ 548,308.25
Albany	\$ 94,054.83
Berkeley	\$ 865,484.61
Emeryville	\$ 84,121.00
Fremont	\$ 1,481,314.49
Hayward ³	\$ 2,152,083.58
LAVTA ⁴	\$ 961,972.28
Newark	\$ 331,476.25
Oakland ⁵	\$ 3,235,968.26
Pleasanton	\$ 599,801.03
San Leandro	\$ 778,579.36
Union City	\$ 556,756.04
East Bay Paratransit	\$ 23,379,840.00
<i>AC Transit District</i>	\$ 17,534,880.00
<i>BART</i>	\$ 5,844,960.00
Total	\$ 35,069,759.98

Notes:

1. These projections are a draft based on current revenue projections.
2. Projections are based on the current formula which expires in June 2027.
3. Hayward's projection include the unincorporated areas of Central Alameda County.
4. LAVTA's projection include Dublin and Livermore.
5. Oakland's projection include Piedmont.

AGENDA

ITEM 8

STAFF REPORT

SUBJECT: TAAC Recruitment for Terms Starting FY 2024/2025

FROM: Kadri Klm, Paratransit Planner

DATE: March 6, 2024

Action Requested

Information only.

Background

On June 30th 2024, terms will expire for eleven TAAC members:

- Connie Mack – Dublin Representative
- Shawn Costello – Dublin Alternate
- Judith LaMarre – Livermore Representative
- David Weir – Livermore Representative
- Sue Tuite – Pleasanton Representative
- Carmen Rivera-Hendrickson – Pleasanton Alternate
- Herb Hastings – Alameda County Representative
- Amy Mauldin – Social Services Representative
- Zack Silva – Social Services Representative

Discussion

Due to the current term expirations and vacancies the TAAC will have the following positions available for terms starting on July 1, 2024:

Dublin

- 1 member
- 1 alternate

Livermore

- 2 members

Pleasanton

- 1 member
- 1 alternate

Alameda County

- 1 member

Social Services

- 3 members
- 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 19, 2024.** 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 2022 meeting.

Action Requested

Information only.

Attachments:

1. TAAC Term Expirations
2. TAAC Application

Tri-Valley Accessible Advisory Committee (TAAC)
 Membership Directory for FY 2024
As of June 5, 2023

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Donna Singer	2 years	July 2023	June 2025
Connie Mack	2 years	July 2022	June 2024
Shawn Costello (Alternate)	1 year	July 2023	June 2024

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
David Weir	2 years	July 2022	June 2024
Judith LaMarre	2 years	July 2022	June 2024
Susan O'Neill (Alternate)	2 years	July 2023	June 2025

Pleasanton Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Jennifer White	2 years	July 2023	June 2025
Sue Tuite	2 years	July 2022	June 2024
Carmen Rivera-Hendrickson (Alternate)	1 year	July 2023	June 2024

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2022	June 2024
Kulwant Singh (Alternate)	2 years	July 2023	June 2025

Social Services Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Zack Silva	2 years	July 2022	June 2024
Amy Mauldin	2 years	July 2022	June 2024
VACANT			
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 ninety (90) 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 _____

- END OF APPLICATION