

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

TRI-VALLEY ACCESSIBLE ADVISORY COMMITTEE

AGENDA

DATE: Wednesday, March 5, 2025
PLACE: Bray Community room, Dublin Civic Center,
100 Civic Plaza, Dublin, CA 94568
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, March 4, 2025 at frontdesk@lavta.org. Please include "Public Comment – 3/4/2025" 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://zoom.us/j/88469810964>
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Dial: 1 (669) 900-6833
Webinar ID: 884 6981 0964
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To comment by video conference, click the “Raise Your Hand” button to request to speak when Public Comment is being taken on the Agenda item. You will then be unmuted when it is your turn to make your comment for up to 3 minutes. After the allotted time, you will be muted.

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Dial: 1 (669) 900-6833
Webinar ID: 884 6981 0964
Passcode: 85607181

*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 7, 2025 to frontdesk@lavta.org. Please include “Public Comment – 1/8/2025” 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 8, 2025 meeting (please review prior to meeting)	Action	3:35
6. TAAC Recruitment for FY26	Information	3:40
7. LAVTA Annual Program Submittal for ACTC	Information	3:45
8. Potential Route 10 Summer Modifications Update	Information	3:50
9. Tri-Valley Passenger Facilities Enhancement Project Update	Information	4:05
10. Service Verbal PAPCO Report	Information	4:10
11. Service Updates and Concerns	Discussion	4:15
12. Adjournment		4:30

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

Michelle Kumar

2/28/2025

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 5



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

Tri-Valley Accessible Advisory Committee

DATE: Wednesday, January 8, 2025

PLACE: LAVTA Administrative Office

TIME: 3:30 p.m.

DRAFT MINUTES

1. Call to Order

The Chair Shawn Costello called the meeting to order at 3:32 pm.

2. Roll Call

Members Present:

Shawn Costello	City of Dublin
Judy LaMarre	City of Livermore
Susan O’Neill	City of Livermore – Alternate
Carmen Rivera-Hendrickson	City of Pleasanton
Herb Hastings	County of Alameda
Kulwant Singh	County of Alameda – Alternate
Esther Waltz	PAPCO Representative

Staff Present:

Michael Tobin	LAVTA
Kadri Kulm	LAVTA
John Sanderson	County Connection
Christian Sanchez	Transdev
Victor Carranza	Big Star Transit
Regina Flores	MV
Daisha Smith	MV

3. Approval of Agenda and Modifications if necessary

The committee modified the agenda adding Route 10 Potential Modifications Update as agenda item 9.

Approved.

Hastings/Rivera-Hendrickson

- 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 6, 2024 meeting of the Committee**

Approved with revision to Item 7 with a request from the committee to be brought back to the committee for an update.

Hastings/ Rivera-Hendrickson

- 6. Title VI Survey**

Staff asked the committee members to fill out the Title VI survey. As part of the Title VI compliance requirements issued by the FTA, LAVTA must report the membership of non-elected committees and councils broken down by race. As a non-elected committee representing LAVTA, the TAAC is requested to provide their race for reporting and compliance purposes.

- 7. Wheels Access Update**

Staff updated the committee that an RFP was released on 12/20/24 for Wheels Access Mobility Management program with the proposals due date on 2/7/25. LAVTA is seeking for a third-party contractor to provide Travel Navigator and Travel Training programs as well as ADA paratransit eligibility determination services.

- 8. PAPCO Report**

Esther Waltz talked about the PAPCO/ParaTAC joint meeting on October 28th. PAPCO approved the guidelines Implementation Guidelines and Performance Measures – Special Transportation for Seniors and People with Disabilities (Paratransit) Program for FY 2025-26. PAPCO also received updates on Paratransit Direct Local Distribution (DLD) Program Reserves, Equity Initiatives, and Mobility Management. The next PAPCO meeting will take place on January 27, 2025.

- 9. Potential Route 10 Summer Modification**

Modifying/realigning Route 10 in Pleasanton in the vicinity of the Meadowlark dairy is mainly due to concerns for safety, but also to provide consistent rider experience and improve travel time in this high-traffic area. Staff conducted analysis and found out that the four bus stops affected comprise about 30% of the total Route 10 ridership. If the conceptual modifications would take place the alternative options for riders include walking, not taking the bus, or transferring

from Route 10 to Route 8. This item will be presented to LAVTA Projects and Services Committee in February. Committee members provided their feedback and in general were not in favor of the proposed modifications due to the affect to the disabled community. The committee asked this item to be brought back to them for a follow-up.

10. Service Updates and Concerns

Shawn Costelo reported that the real time LED signs at the BART station are not working and are located too high for wheelchair users. Staff will be following up with BART. Staff also said LAVTA is enhancing three transit hubs (Lawrence Livermore Lab, East Dublin BART station, Las Positas College) with new signage and furniture, and can give an update at the committee's March meeting.

Carmen Rivera-Hendrickson complemented a Dial-A-Ride driver she had on December 5th for his courteous treatment of her.

Herb Hastings recommended that a disabled community member could help staff with Para-Taxi reimbursements data entry and processing.

Esther Waltz said there is a pick-up address issue at the Fairgrounds during the events because the exact address of the gate is sometimes unknown while valid address is needed. Specific location notes are needed when the drivers pick up. MOU with Fairground may be needed to address this.

11. Adjournment

Meeting adjourned at 4:40 pm.

AGENDA

ITEM 6



S T A F F R E P O R T

SUBJECT: TAAC Recruitment for Terms Starting FY 2025/2026

FROM: Kadri Klm, Paratransit Planner

DATE: March 5, 2025

Action Requested

Information only.

Background

On June 30th 2025, terms will expire for five current TAAC members:

- Sue Tuite – Dublin Representative
- Kyra Aasen – Livermore Representative
- Susan O’Neill – Livermore Alternate
- Jennifer White – Pleasanton Representative
- Kulwant Singh – Alameda County Alternate

Discussion

Due to the current term expirations and vacancies the TAAC will have the following positions available for terms starting on July 1, 2025:

Dublin

- 1 member
- 1 alternate

Livermore

- 1 member
- 1 alternate

Pleasanton

- 1 member
- 1 alternate

Alameda County

- 1 alternate

Social Services

- 2 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 21, 2025.** 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, 2025 meeting.

Action Requested

Information only.

Attachments:

1. TAAC Term Expirations
2. TAAC Application

Tri-Valley Accessible Advisory Committee (TAAC)
 Membership Directory for FY 2025
As of March 5, 2025

Dublin Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Sue Tuite	1 year	July 2023	June 2025
Shawn Costello	2 years	July 2024	June 2026
VACANT (Alternate)			

Livermore Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Judith LaMarre	2 years	July 2024	June 2026
Kyra Aasen	1 year	July 2024	June 2025
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
Carmen Rivera-Hendrickson	2 years	July 2024	June 2026
VACANT (Alternate)			

Alameda County Representation

<i>Committee Seat</i>	<i>Term</i>	<i>Term Beginning</i>	<i>Term Conclusion</i>
Herb Hastings	2 years	July 2024	June 2026
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>
Amy Mauldin	2 years	July 2024	June 2026
VACANT			
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 _____

AGENDA

ITEM 7



S T A F F R E P O R T

SUBJECT: Annual Program Submittal for Alameda CTC Measure BB
Funding for FY26

FROM: Kadri Klm, Paratransit Planner

DATE: March 5, 2025

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 (2025/2026) is \$924,303.

Attached is the draft LAVTA’s Annual program plan, which is due to Alameda CTC on February 28, 2024.

Recommendation

Information only.

Attachment:

Draft Annual Submittal for Alameda CTC for Measure BB Funding



FY 2025-26 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 2025-26 Program Plan Excel workbook contains a tab to report on FY 2023-24 performance and budget (Attachment Table A). The FY 2023-24 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 2023-24 compliance report.*
3. References:
 - a. FY 2025-26 Measure BB Paratransit DLD Revenue Projections, (distributed to ParaTAC, January 2025)
 - b. Alameda CTC Special Transportation for Seniors and People with Disabilities (Paratransit) Implementation Guidelines and Performance Measures (revised January 2025)
 - c. Alameda CTC Timely Use of Funds Policy (updated March 2022)

Submit the Word and Excel files listed above electronically via email by February 28, 2025 to Krystle Pasco at kpasco@alamedactc.org.

Be sure to include your agency name and FY 25-26 in the file name of both the Word document and the Excel workbook (e.g., Albany_FY25-26_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 2025-26 Annual Paratransit Program Plan Application Due by February 28, 2025

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: _____

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 January 2025 (provided with the application materials).

- **Management/Overhead:** Program oversight, planning, budgeting, participation in regional/countywide meetings. Include admin/labor even if it is paid by the City/transit agency for accurate reporting of full program expenses.
- **Customer Service/Outreach:** Activities associated with educating consumers about services that are available to them, answering questions from consumers and taking, tracking and responding to complaints and commendations. Include costs even if paid by the City/transit agency for accurate reporting of full program expenses.
- **ADA Paratransit:** Paratransit services provided by fixed-route transit operators to fulfill requirements under the Americans with Disabilities Act (ADA).

- **Same-Day Transportation Service:** Provides a same day, curb-to-curb service intended for situations when consumers cannot make their trip on a pre-scheduled basis; allows eligible consumers to use taxis or Transportation Network Companies (TNCs) (at program discretion) at a reduced fare.

Important Implementation Guidelines requirements: Eligible populations include: People 18 and above with disabilities who are unable to use fixed route services. Cities may, at their discretion, also provide services to consumers with disabilities under the age of 18. Older adults 70 years or older without proof of a disability. ADA-mandated providers that are not also city providers (East Bay Paratransit and LAVTA) are not required to provide service to older adults 70 years or older without ADA eligibility.
 Programs must subsidize at least 50% of the fare.

- **Specialized Accessible Van Service:** Specialized van service provides accessible, door-to-door trips on a pre-scheduled or same-day basis. These services are generally implemented as a supplement to a same-day program that does not meet critical needs for particular trips in accessible vehicles in certain communities.

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

- **Provide a short narrative description of your agency's FY 2025-26 program.**

All Measure BB funding will be used to provide the ADA mandated door-to-door "Wheels Dial-A-Ride" paratransit service. The Wheels Dial-A-Ride service area covers the cities of Livermore, Dublin, and Pleasanton, as well as a medical center in San Ramon, and goes beyond the ADA 3/4 mile minimum boundary requirement of the Wheels fixed route bus system. Dial-A-Ride operates at the same time when Wheels route 10R is operating, which has the longest span of service if all of LAVTA's routes.

LAVTA also provides same day Para-Taxi and PEX Para-Taxi Debit Card services, which are funded by a combination of ACTC Measure B and BB GAP grants and LAVTA's general fund.

LAVTA is also participating in the regional One Seat Ride Pilot program along with County Connection, WestCat, and Tri-Delta. With this program, riders do not have to transfer between vehicles when travelling anywhere within the service area of the participating agencies.

In December, 2024 LAVTA issued an RFP for Wheels Access – Expanding Mobility Options in the Tri Valley. This program has three major components:

- Travel Navigators (ACTC gap grant funded),
- Travel Training (ACTC gap grant funded), and
- ADA paratransit eligibility assessments (not ACTC grant funded).

Since LAVTA did not receive any proposals by the due date of 2/18/25 LAVTA is conducting additional market research in order to modify the RFP to be re-issued later in FY25 with the hope that vendors will be interested in submitting proposals at that time.

- **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 $\frac{3}{4}$ mile buffer around the fixed route system. Since ADA paratransit requires at least a day in advance reservation, LAVTA also provides same day trips through its Para-Taxi/PEX service. Additionally, seniors and people with disabilities can travel on fixed route for half of the fare (currently \$1). The upcoming Wheels Access program also includes travel training and travel navigation/consultation services for older adults and people with disabilities to help empower them to use fixed route transit.

- 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

- 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 2025-26 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, 2025)

3. If proposing any service or program changes in FY 2025-26 from the current year, FY 2024-25, 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.

In December, 2024 LAVTA issued an RFP for Wheels Access – Expanding Mobility Options in the Tri Valley. This program has three major components:

- Travel Navigators (ACTC gap grant funded),
- Travel Training (ACTC gap grant funded), and
- ADA paratransit eligibility assessments (not ACTC grant funded).

Since LAVTA did not receive any proposals by the due date of 2/18/25 LAVTA is conducting additional market research in order to modify the RFP to be re-issued later in FY25.

4. Looking ahead, beyond FY 2025-26, do you anticipate major service changes? Please briefly describe. Describe major changes such as beginning or ending a type of service anticipated within the next five years.

Being a fixed route transit provider and having a mandate to provide ADA paratransit service, LAVTA will follow the guidance and recommendations from the Bay Area regional Metropolitan Transit Commission’s (MTC) Blue Ribbon Task Force (BRTF). The BRTF was established in the Spring of 2020 to guide the recovery of Bay Area public transit network in post-pandemic future. The BRTF favors regional connectivity among other things.

As its partnership with County Connection continues, LAVTA expects additional streamlining of services as well as policies (no-show/late cancellation policy, etc.) in the future. These potential future changes will be reviewed by the Tri-Valley Accessibility Advisory Committee (TAAC) and would be required to be approved by both agencies’ boards.

NEW PROGRAM ELEMENTS REQUIRING ALAMEDA CTC STAFF REVIEW

5. The October 2023 Paratransit Program Implementation Guidelines require Alameda CTC staff review of several program elements *prior to implementation*.

The program elements requiring staff review are listed as items 5A – 5G below and for each item, further explanation is requested. **If your FY 2025-26 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 2024-25 Plan and are unchanged.**

Applicants must address any applicable paratransit projects and programs listed in Attachment Table B.

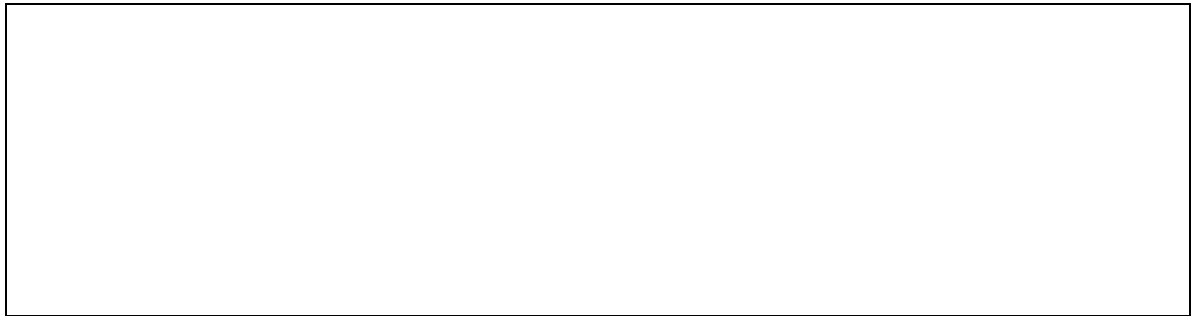
- A. Planned capital expenditure** (describe planned capital expenditures, such as purchase of vehicles or durable equipment)
- B. Same-Day Transportation Program that includes use of Transportation Network Companies (TNCs)** (describe the proposed service including how subsidies will be provided and 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)

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 biannual customer satisfaction surveys.



7. Describe any outreach, surveys and/or analysis conducted to develop this plan and to determine the types of services the program offers.

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

Last 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.

8. Describe how results from the community outreach, surveys and/or analysis described in Questions 6 and 7 were used to guide the development of the program plan.

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

9. Describe any innovative, emerging technology or non-traditional elements integrated into the program plan.

As part of the partnership with County Connection, LAVTA has introduced a new mobile phone application called My Transit Manager. This app enables passengers to 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).

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

13. How do consumers enroll in your program? Include how long the enrollment process takes, and how soon newly enrolled applicants can use the services offered.

Applicants submit a completed application, which includes the applicant's Medical Care Professional verification.

LAVTA has an ADA mandated 21 calendar day window for the completion of applications. Applicants who have critical medical needs, such as dialysis patients, are given higher priority in the application process.

As part of the upcoming Wheels Access program, LAVTA is planning on hiring a third-party contractor to conduct ADA paratransit eligibility determinations. According to the program plan these eligibility determinations would also include telephone interviews with the applicants.

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 does not receive many complaints, but the most commonly occurring one is late trips.

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

With better scheduling and dispatching, LAVTA's On Time Performance has increased from 97.88% in FY24 to 98.63% in the current FY25 (July to January).

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 2023-24	1,000
Registrants at end of FY 2023-24	900
Current Registrants for FY 2024-25	800

Alameda CTC Annual Paratransit Program Plan Application
Application Period: July 1, 2025 - June 30, 2026

Projected Registrants for FY 2025-26	900
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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 pre-pandemic levels.

Alameda CTC Annual Paratransit Program Plan Application
 Application Period: July 1, 2025 - June 30, 2026

16. What are the current program registrant demographics for FY 2024-25, 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	1
Asian	42
Black or African American	11
Hispanic or Latino	18
Native Hawaiian or Other Pacific Islander	1
White	121
Other	6
Disability (include all that apply, individuals may be listed in multiple categories)	
Mobility/Physical	651 (all Mobility category combined. Including SCI and TBI)
Spinal Cord (SCI)	
Head Injuries (TBI)	
Vision	89
Hearing	25
Cognitive/Learning	212 (all Cognitive category combined, including Learning and Psychological)
Psychological	
Invisible	
Household Income	
< \$35,500	86
\$35,501-\$59,200	28
\$59,201-\$74,000	11
\$74,001-\$89,750	4

Alameda CTC Annual Paratransit Program Plan Application
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	> \$89,750 22
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A. Based on the current program demographics, describe any demographic trends you foresee for FY 2025-26.

We expect the demographics to remain about the same.

17. Do you expect the total number of one-way trips provided by your program in FY 2025-26 to increase, decrease or stay the same compared to the current year, FY 2024-25? Why?

LAVTA is anticipating an increase in ridership to be closer to pre-pandemic levels.

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 2023-24	6,888
Number of trips provided to consumers who require an accessible vehicle in FY 2024-25 as of Dec. 31, 2024	3,847
Number of trips projected to consumers who require an accessible vehicle in FY 2025-26	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 2023-24, or to date in FY 2024-25.** 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 2025-26 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 currently has a remaining balance of Measure B DLD funding, note the amount remaining as of December 31, 2024. Explain in detail how you plan to finish expending these funds by the June 30, 2026 deadline?

We will not have any reserves.

26. If your paratransit program is anticipated to have a remaining balance of Measure BB DLD funding at the end of FY 2025-26, as shown in Attachment Table C, please explain in detail how you plan to expend these funds and when?

We will not have any reserves.

Alameda CTC Annual Paratransit Program Plan Application
Application Period: July 1, 2025 - June 30, 2026

MISCELLANEOUS

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

Alameda CTC FY 2025-26 Annual Paratransit Program Plan Application (July 1, 2025 - June 30, 2026)
Attachment Table C: Program Revenue, Cost and Fund Sources

Total FY 2025-26 Program Revenue (Measure B, Measure BB and all other funds available for FY 2025-26)	
Estimated Measure B Paratransit DLD ending balance at the end of THIS fiscal year, FY 2024-25 (June 30, 2025)	
Estimated Measure BB Paratransit DLD ending balance at the end of THIS fiscal year, FY 2024-25 (June 30, 2025)	
Projected FY 2025-26 Measure BB DLD Paratransit revenue (Use projections distributed by the Alameda CTC)	\$924,303
Total FY 2025-26 Measure B and BB Paratransit DLD Revenue (Automatically calculated)	\$924,303
Total FY 2025-26 Other Revenue (All other revenue sources, non-DLD, including fares, discretionary grant, non-Meas B and BB) (should equal Columns F, H, and I)	
Total FY 2025-26 Program Revenue (Measure B, Measure BB and all other sources available for FY 2025-26) (Automatically calculated)	\$924,303

Service/Program Name		Total FY 2025-26 Program Costs by Fund Source (Measure B, Measure BB and all other funds planned to be expended during FY 2025-26)								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 2025-26 Automatically populated from prior sheet (column Q)	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 2025-26 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	36,000			\$924,303					FTA,TDA,STA	\$ 924,303
0	0									\$ -
0	0									\$ -
0	0									\$ -
0	0									\$ -
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0	0									\$ -
0	0									\$ -
0	0									\$ -
Totals	36,000	\$ -	\$ -	\$ 924,303	\$ -		\$ -	\$ -		\$ 924,303

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

PARATRANSIT DLD RESERVE BALANCES	Measure B NOTE: THIS BALANCE MUST BE \$0 BY JUNE 30, 2026	Measure BB	Total MB/BB
Estimated Reserve Balance, June 30, 2026:	\$0	\$0	\$0
<i>Reserve balance as percent of FY 2025-26 Revenue*</i>	<i>N/A</i>	<i>0%</i>	<i>0%</i>

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

AGENDA

ITEM 8



STAFF REPORT

SUBJECT: Summer 2025 Service Change Update

FROM: Michael Tobin, Director of Operations & Planning
Cyrus Sheik, Senior Transit Planner

DATE: March 5, 2025

Action Requested

None – this in an informational update.

Background

In October 2024, staff presented the Projects and Services Committee with potential service changes under consideration for the June 2025 Sign-Up (Attachment 1). Staff were considering swapping the East Ave corridor in Livermore from Route 30R to Route 10R, as well as looking at modifications to the 10R in downtown Pleasanton. Since that update, staff have conducted onboard surveying along the 30R in the East Ave corridor, as well as briefed the Tri-Valley Accessible Advisory Committee (TAAC) on the potential changes at their November 2024 meeting.

East Avenue Corridor

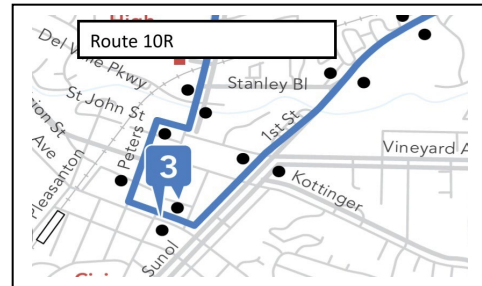
The East Avenue corridor in Livermore is currently served by Wheels “Rapid” branded Route 30R, which is a trunk link operating between the Lawrence Livermore National Lab (LLNL) on East Ave and Vasco Road in Livermore, and the W. Dublin/Pleasanton BART Station. The route connects to other Wheels routes at the Livermore Transit Center via the Signature Stop on Railroad Ave, and provides connections to Las Positas College, Dublin Blvd corridor and the Dublin/Pleasanton BART Station. Route 30R operates every 20-minutes on weekdays, every 40-minutes on Saturdays, and hourly on Sundays.

Staff were considering changing the East Ave corridor service from Route 30R to Route 10R. An onboard survey was conducted, where passengers were asked about their final destination to determine if a route change would be beneficial or negatively impact them. After analysis of the surveys, the data was inconclusive, indicating a nearly even-split between riders who would benefit from direct service on the 10R versus riders who would be negatively affected by a change to the 30R. Staff is still interested in examining this further, but any change will require more extensive public outreach to better determine the impacts and ridership potential of such a change.

Downtown Pleasanton Service

The “Rapid” branded Wheels Route 10R is a trunk line operating between the Livermore Transit Center and the East Dublin/Pleasanton BART station, and vice versa. It operates every 20-minutes on weekdays, every 20-minutes on Saturdays, and every-40 minutes on Sundays. It provides an important connection to BART from Livermore and Pleasanton, as well as enables connections at the Livermore Transit Center to routes serving Springtown and East Livermore. On average, the 10R carries 27% of Wheels monthly riders (non-school routes).

Route 10R extends right through the middle of Downtown Pleasanton, using First Street, Neal Street, Rose Avenue, Peters Avenue, Saint John Street, and Main Street on its way from Stanley Boulevard to Santa Rita Road. The stop pair on Neal Street are a major ridership generator for the route.



The 10R alignment is susceptible to ongoing and intermittent disruptions due to general traffic conditions in downtown Pleasanton. This is especially evident in the summer when special events lead to street closures, requiring detours. During Concerts in the Park, the route is typically extended to Bernal Avenue and Old Bernal Avenue, while during First Weekends on Main, it is rerouted away from the downtown core via a direct Stanley Boulevard-to-Main Street detour.

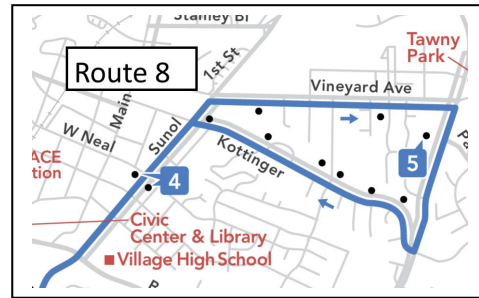
In 2024, in order to respond to a number of complaints about traffic and safety concerns associated with traffic at the Meadowlark Dairy, which is located on Neal Street next to the westbound 10R bus shelter, the City of Pleasanton implemented an organized Dairy queue. Dairy traffic was directed from the westbound direction only on Neal Street, extending to southbound First Street during the summer months. As a result of the queue line, access to the 10R sheltered bus stop on westbound Neal Street was blocked.

In order to maintain access to downtown Pleasanton, staff worked with the city to implement a detour for the first half of summer whereby the westbound 10R continued straight on First Street past Neal Street, taking a right on Bernal, continuing with a right onto Old Bernal then continuing on Peters Street, resuming the regular 10R route. This detour enabled access at downtown Pleasanton bus stops, but added approximately 4-5 minutes to the schedule. Importantly, this detour was only possible due to the closure of the left turn lane from southbound Old Bernal to Bernal, which in doing so provided more clearance for the detoured westbound 10R bus to turn right onto Old Bernal. The eastbound 10R was not detoured.

Staff were notified in July that the city had plans to open the southbound Old Bernal left turn lane to accommodate school traffic beginning in mid-August, which meant the westbound 10R detour needed to change. At this time there was no indication that the Meadowlark Dairy queues would change/lessen, so using Neal Street was not an option. After a thorough and comprehensive analysis of all routing alternatives, staff developed a new plan whereby the

westbound 10R would detour out of downtown Pleasanton, turning right on Stanley from First Street, continuing onto Main Street and Santa Rita Road. This secondary detour resulted in the loss of direct access to downtown Pleasanton and four 10R stops went unserved in the westbound direction. However, it provided travel time savings of 6 minutes in each direction, on average. Furthermore, in Fall 2023, the 10R Westbound OTP in the Pleasanton corridor was 80%, whereas in Fall 2024 when the Old Stanley detour was in place, the OTP was 90%. After the end of the detour, from September 9, 2024, and onward, the OTP dropped down to 75%.

While the westbound 10R was detoured away from downtown during the secondary detour, access continued to be provided via Route 8 which services a pair of stops on First Street at Neal Street. To mitigate the loss of access to downtown for later-night Friday events, staff extended the span of service on Route 8 to 9:37 PM.



The secondary detour ended in early November, and resulted in a mix of compliments and complaints; operators enjoyed the more direct route, but several passengers complained about the loss of service at four downtown Pleasanton stops.

Short-Term Solution: Temporary Detour(s) for Summer 2025

Given the operating experience from recent summers, Staff is recommending setting up another two-part detour in advance for the summer of 2025, as shown on the map in Attachment 2.

Beginning the first week of June, the 10R buses would continue south, past Neal Street, instead turning on Bernal Avenue, Old Bernal Avenue, and Peters Avenue, then back to regular route after crossing Rose Avenue – and vice versa. This will require the city to shut down the left turn lane from southbound Old Bernal to Bernal, as they did in 2024.

Then, beginning with school-starts (expected during the second week of August), the detour would be enlarged (for traffic and operational reasons) to operate via Pleasanton Avenue and Rose Avenue instead of Old Bernal Avenue, also resuming regular route when reaching Peters Avenue – and vice versa.

No existing bus stops would be affected during the above detour(s), except that access from the Route 10 bus stop pair on the west side of the Neal Street & First Street intersection would shift to the Route 8 bus stop pair on the south side of the same intersection.

Delays in the order of 4-5 minutes per direction could be expected as a result of both detour(s). Given that staff is planning for this two-part detour, the 10R bus schedule can be updated to reflect the additional time needed, ensuring connectivity to BART and other Wheels routes.

Long-Term Solution: Develop Options to Realign Route 10R

Given the fact that the current route downtown alignment cannot be operated consistently throughout the year, staff will continue to analyze options for the permanent realignment of Route 10R and take those options through the public process in FY26. Options could include removing the 10R from downtown with the direct Stanley Boulevard-to-Main Street routing, as well as formalizing the 10R routing used in the secondary summer detour.

Due to the extensive public outreach that a change of this order likely will require, as well the thorough analysis of the trade-offs between the more efficient, direct routing and person throughput savings versus the potential loss in ridership, the earliest a permanent realignment(s) could occur would not be until June 2026. Following such a change, detours generally would not be required in the downtown area.

Note: The potential long-term solution is *not yet* proposed or recommended. Staff are developing an outreach plan to collect feedback from riders and the community, funding for which will be included in the proposed FY26 budget.

Budget

Based on current operating schedules, the proposed (“short-term”) summer detour can be absorbed within existing cycle times and is not expected to incur additional direct costs.

Recommendation

None -this item is informational only

Attachments:

1. October 28, 2024 Staff Report
2. Map of the proposed 10R downtown detours for summer 2025

AGENDA

ITEM 9



LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

STAFF REPORT

SUBJECT: Potential Summer 2025 Service Modifications

FROM: Michael Tobin, Director of Operations
Cyrus Sheik, Senior Transit Planner

DATE: October 28, 2024

Action Requested

This is an informational item.

Background

The *Wheels-in-Motion* service changes were implemented in March 2024; the changes were based on feedback received after a month-long outreach effort that took place in Fall 2023. The route and schedule changes aligned the Wheels service frequencies to match those of the post-Pandemic BART schedule, restored several routes that were suspended due to the Pandemic, expanded the service footprint to more areas of the community, and added frequency on Weekends.

With those major changes having been completed, the service change efforts can now resume a cycle where smaller-scale changes are implemented on a periodic basis. Such changes may be recommended based on factors such as new developments, input from customers and front-line staff, and/or evolving operational conditions. If there are no additional resources or revenues forecasted, any proposed changes will need to be cost-neutral in their implementation.

Potential Service / Route Modifications for 2025

The two “Rapid” branded routes 10R and 30R form the spine of the Wheels system, connecting Livermore with Pleasanton and Dublin, respectively, and carrying over half of the total fixed-route ridership. With this, the focus on the next round of service changes is on these routes in particular, to ensure that they are optimal, both with regard to customer utility as well as operational reliability. Staff is looking at how these routes serve the downtown Pleasanton area, as well as East Avenue in Livermore, respectively.

Downtown Pleasanton Service

This area is served by routes 8 and 10R. The 10R connects the downtown with Livermore to the east, as well as north Pleasanton to the west – including the East Dublin/Pleasanton BART hub – with service seven days a week at a typical frequency of 20 minutes. The 8 connects the downtown with Vintage Hills to the east, and with Hopyard Road to the northwest, also serving BART, on service frequencies of 40-60 minutes, seven days a week.



Current Routing of 10R in Downtown Pleasanton

The downtown Pleasanton area has been presenting an increasing operational challenge to the Wheels service, particularly for Route 10R, whose alignment serves the core of downtown including Neal, Peters, and Main Streets. Many street-closure events take place around the year along or around Main Street, and the car queuing into the Meadowlark Dairy on Neal Street causes delays and poses ongoing safety-related challenges with making turns and serving bus stops. Various detours and bus stop closures to avoid these issues have resulted in inconsistent service delivery and schedule delays, thus negatively impacting customers and further stretching resources.

Upon reviewing this situation and evaluating potential alternatives, Staff is evaluating realigning Route 10R out of Downtown Pleasanton, so that instead of traveling along Stanley Boulevard – First Street – Neal Street – Peters Avenue – Saint John Street – Main Street – Santa Rita Road (and vice versa), the route would use a more direct path along the northern perimeter of the downtown, traveling Stanley Boulevard – Main Street – Santa Rita Road.



Potential Realignment of 10R in Downtown Pleasanton

While this would remove trunk line service from the southern portion of the downtown, the 10R would continue to serve the area via Main Street and Stanley Boulevard. Meanwhile, Route 8 would continue to serve the southern portion of the downtown area, along First Street. In addition, Staff is looking at potential options to extend or realign Route 8 in order to mitigate downtown coverage impacts from a Route 10R alignment change and ensure a transfer point between the two routes.

East Avenue Service

Currently, as the two “Rapid” branded routes 10R and 30R arrive into Livermore from the west, the 10R terminates (turns around) at the Livermore Transit Center, whereas the 30R continues to East Avenue and terminates at East Avenue & Vasco Road in front of the Lab. It is important to note the 30R does not turn into the Livermore Transit Center and instead stays on Railroad Ave.

This is positive for residents of East Avenue traveling to/from Las Positas College or Dublin Blvd (which is served by the 30R). However, the current route network necessitates a transfer for East Avenue passengers traveling to/from central Livermore (Railroad Avenue/Stanley Boulevard corridor), which features a range of local commercial uses, including retail, restaurants, and health care. Also, the fact that the 30R does not go into the Transit Center makes it somewhat disconnected from the local Livermore routes, making timed transfers less convenient.

With this in mind, Staff are collecting data to determine whether the riders on East Avenue would be better served by the 10R instead of the 30R. If the data points in favor of a switch, the necessary public outreach would be conducted and a recommendation would likely be made to that effect. In conjunction with this, both lines would be routed through the Transit Center for ease of timed transfers.

The following table summarizes the conceptually proposed service adjustments at this time.

POTENTIAL 2025 SERVICE ADJUSTMENTS BY ROUTE	
8	Extend or realign route to improve downtown and crosstown connectivity (TBD)
10R	Realign to direct routing Stanley Boulevard > Main Street v.v.
10R	Extend route to East Avenue
30R	Terminate route at Livermore Transit Center

Map illustration(s) of proposed routing adjustments are shown in Attachment 1 (upcoming).

Implementation

The target implementation date at this time is the summer signup, beginning on or around June 1, 2025.

Budget

Depending on the final recommendation, there may be a small fiscal impact which will be determined at a later time.

Next Steps

Staff will deploy an onboard survey on East Avenue to gather relevant origin and destination information, and reach out to front-line staff, in order to gather input on the conceptual service changes described above, as well as any other desired adjustments to the Wheels service. Once the data has been collected and analyzed, a final recommendation will be developed and presented to the Committee in early winter. If the final iteration of the recommended service changes to the level of a major service change per LAVTA's Title VI policy, then staff will conduct a formal public outreach process culminating in a public hearing.

Recommendation

None at this time.

Proposed Route 10 downtown detour for summer 2025



STAFF REPORT

SUBJECT: Tri-Valley Passenger Facilities Enhancement Project

FROM: Kadri Klm, Paratransit Planner

DATE: March 5, 2024

Action Requested

Information only.

Background

At the January TAAC meeting the topic of LAVTA service area transit hub facility enhancements was discussed and staff agreed to provide an update at the March TAAC meeting.

Discussion

At the July, 2024 LAVTA Board meeting, staff were authorized to execute Task Order #2 with Kimley-Horn for project design and engineering services for the Tri-Valley Passenger Facilities Enhancement Project. Staff have affectionately named this project “The Three” because it involves passenger facing improvements for the East Dublin BART station, Las Positas College, and the Lawrence Livermore National Lab transit stops. Upgrades to enhance the transit experience will include updated shelters/canopies, enhanced lighting, modern real-time wayfinding signs, benches, trash cans, and bicycle racks. Kimley-Horn is working with the three property owners to ensure our proposed solutions are acceptable and meet everyone's needs. The next step is to progress to the 30% design phase.

More information will be provided at the March TAAC meeting.

Action Requested

Information only