



# **Annual Paratransit Program Plan for FY2021/22**

**April 26, 2021**

**Livermore Amador Valley Transit Authority (LAVTA)**



# **Dial-A-Ride Service Overview**



# Wheels Dial-A-Ride Service

Americans with Disabilities Act (ADA) mandated service for persons unable to use the Wheels fixed route bus system due to a disability or health related condition.





# Above and Beyond the ADA mandate

Wheels provides a premium level paratransit service

- Door-to-door service
- Service area is greater than the  $\frac{3}{4}$  mile radius around a fixed route, including San Ramon Medical Center and Livermore VA



# **Additional Programs for ADA Paratransit Eligible Patrons**



# Para-Taxi Program

- Partially grant funded by ACTC
- Same day service
- 24-hours, not a shared ride
- Incorporates taxi cabs and TNCs, including Wheelchair Accessible Vehicles
- Discount is 85% of the total fare and up to \$20 maximum per one-way ride
- Debit card (PEX) and reimbursement-based options for receiving the discount





# One Seat Ride Pilot Program

- Regional rides between participating service providers without having to transfer
- Participating agencies include LAVTA, County Connection, WestCAT, Tri-Delta (LAVTA service area and Contra Costa County)
- One central phone number to call for reservations  
- (925) 680-2134
- Started in November, 2020



# Consumer Input Via:

- Customer Satisfaction Surveys
- Customer Service Database
- Tri-Valley Accessible Advisory Committee





# **Changes from Last Year's Program**



# Pleasanton Trips

- As of February 1, 2021 Pleasanton Paratransit's (new name Pleasanton Rides) ADA paratransit rides have been transferred to LAVTA as recommended by the Mobility Forward study
- LAVTA provides paratransit service for ADA eligible Pleasanton Rides users on days when Pleasanton Rides does not operate (Tuesday, Thursday, Saturday, Sunday)



# 15-Month Pilot Program with County Connection

- The pilot started on April 1, 2021 and will run until June 30, 2022
- County Connection's operations and maintenance contractor Transdev provides ADA paratransit O&M for LAVTA:
  - Reservations Call Center located in Concord and shared with County Connection
  - Dispatching, vehicles, drivers (located in LAVTA service area and dedicated to LAVTA)



# 15-Month Pilot Program with County Connection

- LAVTA provides ADA certifications function
- Purpose of the pilot:
  - Cost savings through economies of scale
  - Enhancing user experience



**The End**